

GameMates UK Confidentiality Statement

Approved by: Thomas Williams

Last Reviewed: August 2025

Next Review: August 2026

At GameMates UK we are dedicated to creating a safe and supportive environment for every mentee, mentor, family member and staff member. Trust is at the heart of everything we do and it is important that anyone who wishes to share a concern or worry feels confident that they will be listened to with respect and sensitivity.

When a mentee chooses to speak to their mentor about something that is troubling them, the mentor will take this seriously and listen carefully. Mentors may keep notes to ensure they remember details accurately and to provide the best possible support. We understand that talking about personal worries can be difficult and we are committed to making sure you feel supported throughout the process.

Any information you share with GameMates UK will be treated as confidential and will not be passed on outside the organisation unless there is a concern that you or someone else may be at risk of harm. If this situation arises, your mentor will explain clearly why the information needs to be shared, who it will be shared with and what steps are being taken. You will be supported at every stage of this process. Mentors cannot agree to keep secrets about matters that relate to safeguarding or situations where someone may be in danger.

If you raise a concern with us, the information will be carefully managed by our safeguarding team. Details will only be shared with the appropriate agencies if there is a serious risk to your safety or the safety of another person. Should this happen, we will explain the reasons for sharing the information and ensure you are aware of who we are contacting.

If you would rather raise a safeguarding concern without speaking directly to a mentor, you can email us at gammatesuk@outlook.com and a member of our safeguarding team will respond.

GameMates UK treats all concerns with the highest level of seriousness. Any notes kept will be stored securely and all information shared in confidence will remain private unless a safeguarding issue requires it to be shared with others. Whenever possible, you will be kept fully informed about the process and encouraged to talk to a trusted adult, such as a parent, guardian or professional, if this would help you feel more supported.

At GameMates UK our promise is that every worry will be listened to with care and every concern will be acted upon when necessary to ensure that all mentees feel safe, respected and protected.