



Safe Helpline Privacy, Safety, and Security Info Paper

DoD Safe Helpline Info Paper

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What is DoD Safe Helpline?

The Department of Defense (DoD) [Safe Helpline](#) is the Department's sole secure, confidential, and anonymous crisis support service specially designed for members of the DoD community affected by sexual assault. Safe Helpline is available 24/7, worldwide. The DoD Safe Helpline staff provides live, one-on-one support to survivors, their families, and other DoD stakeholders. It is operated by [RAINN](#) (Rape, Abuse & Incest National Network), a national anti-sexual violence organization, through a contract with the [Department of Defense Sexual Assault Prevention and Response Office](#) (DoD SAPRO).

How Does Safe Helpline Protect User Information?

All Safe Helpline services are completely anonymous and confidential. RAINN's proprietary technology is helping Safe Helpline continue to meet the needs of survivors, their friends and family, and stakeholders every day. So, how does the technology work?

- IP addresses are never logged.
- Session transcripts are not recorded or saved.
- All data is encrypted.
- All routing is done anonymously.
- Members of the DoD community can access help from anywhere through the DoD. Safe Helpline website and the Safe Helpline app.

Are There Circumstances in Which Safe Helpline Will Disclose Information About a Safe Helpline User?

Although Safe Helpline has taken many precautions to protect the safety of users, there are a few situations in which Safe Helpline will be required to disclose information to relevant parties.

Safe Helpline may be required to disclose information about a user in the following situations:

- If the circumstances of the assault fall under mandatory reporting requirements as defined by individual state laws—such as a user identifies as a minor or exhibits suicidal ideation—Safe Helpline is required to report the assault to the police.
- If specific information is required by a court of law, Safe Helpline will have to provide any relevant information to the requesting parties.
- If a user asks for a warm handoff, Safe Helpline staff may ask for a first name and telephone number. It is the user's choice to disclose that information and have it shared with the local resource.

Can Calls or Texts Made to Safe Helpline be Traced and/or Appear on Telephone Statements?

Safe Helpline has taken steps to ensure that user information is not stored on our networks and servers; however, in some cases the information may be stored or shared by a third party, such as on a cell phone bill.

If this is a concern for the user, they can call the Telephone Helpline directly through the Safe Helpline app. Because Safe Helpline uses Voice over IP technology (VoIP) to connect a user to the Telephone Helpline through the app, their call will not be captured on their cell phone bill.

What Can Users do to Protect Their Confidentiality When Contacting Safe Helpline?

Safe Helpline has created detailed instructions and steps a user can take to ensure they are operating under the highest security measures and can clear private data from their computers after ending a session. These instructions are provided on the Terms of Service page prior to a user beginning a session, and are provided to the user by Safe Helpline staff at the beginning and end of each session if they express a concern.

If there is any doubt that the computer being used is not safe and private, Safe Helpline staff will recommend that the user call Safe Helpline at 877-995-5247.

If a Survivor of Sexual Assault Asks Safe Helpline Staff for Further Assistance, to Whom Will They be Referred?

Safe Helpline staff can connect users with a variety of DoD, Veterans Affairs, and civilian resources such as Sexual Assault Prevention and Response Coordinators (SARCs)/ Victim Advocates (VAs), chaplains, legal services, medical services, and any of RAINN's 1,000 affiliated civilian sexual assault service providers through a warm hand-off on the phone, or by connecting a user to the Safe Helpline responder database online.

In addition, Safe Helpline staff may offer Follow-Up Support Services to some users. This is a completely voluntary option for staff to reconnect with a user to answer any further questions the user may have regarding the resources provided. To learn more about Follow-Up Support Services, you can access the Follow-Up Support Info Paper at [Shop.SafeHelpline.org](https://shop.safehelpline.org).

What Happens if an Individual Not Associated With the DoD Contacts Safe Helpline?

While we do not ask for PII, if a user is outside of the DoD community, Safe Helpline staff will connect them to the National Sexual Assault Hotline (800-656-4673).