

**SECTION: 304**  
**TITLE: ANONYMITY OF CALLERS**  
**SUPERSEDES/RESCINDS:**  
**EFFECTIVE DATE: 29 July 2009**

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**Emergency or urgent situations** – Anonymity of callers is a low priority in comparison to the rapid dispatch of a first responder public safety resource to an emergency situation. Because an Enhanced 911 system provides ANI/ALI information automatically, callers reporting an emergency on a 911 line have essentially implied their consent to provide that available information to the telecommunicator. Any information obtained by CIEC911 will be available or provided to a User Agency (RCIPS, Cayman Islands Health Services Authority Ambulance Service, Cayman Islands Fire Service, Her Majesty's Prison Service, Immigration Department, and Department of Environment) without restriction regarding the call in question. However, any information obtained by CIEC911 will be subject to the exemptions contained in the Freedom of Information Law as it relates to release to any person or agency who is not a CIEC911 User Agency.

**Non-emergency situations** – After having been advised that a caller requests anonymity and that they are calling about a non-emergency situation, telecommunicators should give the option to the caller of utilising the Crime Stoppers hotline 800-8477 (TIPS) to report their information anonymously.

Telecommunicators will request personal identification but will not demand it nor hold a caller "hostage" by delaying dispatch of emergency personnel because a person desires to remain anonymous. All requests for assistance will be dispatched at the same priority level regardless as to whether the caller provided personal identification or not.

All information obtained by CIEC911 telecommunicators, whether or not an individual has expressed a desire to remain anonymous, will be shared with any dispatched RCIPS, EMS, or Fire Service personnel acting in an official capacity. The fact that there was a desire on the part of the caller to remain anonymous will be documented in the report and forwarded to the personnel who were dispatched.

CIEC911 telecommunicators will not guarantee to a caller that their personal information will be kept confidential. However, callers may be instructed that the Freedom of Information Law, 2007 provides for an exemption from release for any third party personal information without the express consent of the person(s) involved.

If there is any doubt as to whether an inquiry from a government employee is official and/or appropriate, the information requested shall be withheld until the employee's supervisor has verified the legitimacy of the request. The Assistant

Manager or Emergency Communications Manager is to be notified in this instance.

Names, addresses, or telephone numbers of callers who have indicated a desire to remain anonymous shall not be broadcast over the radio system.