

Student Services Confidentiality Statement

Student Services takes confidentiality seriously. The department comprises of several teams including: Accommodation, Counselling, Disability & Dyslexia, Mental Health Advice, Student Funding, Student Life, Student Services Assistants and Management staff.

We would not pass onto a third party (for example, a tutor, family member or friend) information or details about any student who has visited or registered with one of our services, unless the student had specifically given consent for us to do so. However, there are exceptional circumstances where we may be required to disclose information. These may include:

- If a student is considered to be at serious risk of harm to themselves or others
- Where a disclosure is required or allowed by law, e.g., the prevention of terrorism or treason or any other serious criminal offence or to fulfil statutory obligations such as voter registration and council tax exemption.
- If the student poses a risk to the University

If the need ever arises for confidentiality to be broken, where appropriate, every attempt will be made to discuss this with the student beforehand

Sharing Information

Within Student Services it is sometimes useful for our staff members to share certain information with each other to enable us to carry out our work more efficiently, and enhance the service provided to the student. For example, if a student was in contact with different services such as Student Funding and Accommodation.

Additionally, the Disability & Dyslexia team may need to liaise with your academic faculty, the Exams office or other areas of the University in order to put in place reasonable adjustments, where possible this will always be done with your prior knowledge and consent.

The Accommodation Service will also need to share relevant information regarding students residing on campus with other departments for the provision of residential services for example Security, Housekeeping, Catering and the Post room.

Data Protection and Record Keeping

Student Services staff members, who have contact with students, may keep records of appointments or notes about what was said in accordance with their professional judgement or external body requirements such as the British Association for Counselling & Psychotherapy or the Office of the Immigration Services Commissioner.

Individual identity is always protected and all information used for statistical reporting is anonymised.

Under the provision of the GDPR and Data Protection Act 2018 all students are entitled to access personal data relating to themselves, subject to certain conditions, students may seek access using a Subject Access Request. Further information can be found in the University's Data Protection Policy located on the website.