

MENTAL HEALTH SUPPORT THROUGH STUDENT WELLBEING GDPR and Confidentiality Agreement

Confidentiality

Mental Health support is offered through Student Wellbeing which comprises Counselling, Disability & Dyslexia, and Mental Health services.

Student Wellbeing Co-ordinators (Mental Health) may consult with other colleagues in Student Wellbeing (e.g. those responsible for Counselling or Disability & Dyslexia provision) or with administrative services in the Student Centres in order to ensure a holistic framework of support for you.

Releasing information to third parties

We do not normally divulge information about you to academic staff, parents or guardians, or to anyone else outside of Student Wellbeing and the Student Centres without your express permission.

We will always seek your permission before sharing information with third parties.

When we might break Confidentiality

In very rare circumstances we reserve the right to break confidentiality. This would only happen if there were a serious risk to your own or others' safety, or if we were compelled to break confidentiality by law. Even in such circumstances we would do our utmost to discuss things with you before taking action.

In the event of a serious and imminent risk of major harm, other members of the University may be informed or called upon to assist in managing the immediate situation.

Data Protection Legislation, the Purpose of Processing Data, and Retention of Data

The University of Greenwich is a data controller in terms of Data Protection Legislation. The Mental Health Service in Student Wellbeing follows University policy in matters of data protection.

The Mental Health Service will process the data given by students for the purposes of providing professional support in order to alleviate psychological and emotional distress, and to enable students to make the most of their overall experience at the University.

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Data records are retained for the duration of the current academic year plus six further years. Records are stored on a secure part of the university system and protected from unauthorised view. After this retention period all records are securely destroyed.

We may also collect statistical data – e.g., through the GAD-7 (Generalised Anxiety Disorder Questionnaire) and the PHQ-9 (Patient Health Questionnaire) completed at the beginning and end of the work. This data may be shared within the University for administrative and statistical purposes. You will not be personally identifiable in this reporting. All records are kept securely within the terms of the University's Data Protection Policy and Data Protection Legislation.

By giving consent to the Mental Health Service holding data on you – e.g., an intake form, case notes, statistical data – you understand that the initial assessment session and any subsequent sessions are confidential, but you acknowledge that it has been explained to you that there may be circumstances which arise in the management of risk which mean that the University may need to disclose certain information to additional University personnel or to third parties.

Practice of Mental Health support

In line with professional requirements all Student Wellbeing Co-ordinators (Mental Health) discuss their work with a supervisor. The supervisor may be part of the team here or may be external to Student Wellbeing. All information is treated confidentially.

Working with your Student Wellbeing Co-ordinator (Mental Health)

We will talk with you about which services can best support you. We may be in a position to work with you directly or we may need to refer you to specialist external support – e.g. services available on the NHS.

Cancellation of Sessions

We would like to support all students without anyone having a long wait to access our services. Please give at least 48 hours' notice of any cancellation. We can then offer that appointment to another student.

If you are happy with the contents of this agreement, please complete this form electronically and email it back to **your Mental Health Coordinator** stating in your email: ***"I accept these terms and give my consent to the University processing my data as outlined on the confidentiality and GDPR agreement form."***

Registering and attending Student Wellbeing appointments we presume you have read and agreed to the Student Wellbeing GDPR agreement. If there are any queries, please contact Wellbeing@greenwich.ac.uk