

# **Student & Academic Services**

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## **Student Confidentiality Policy Statement**

# SAS: Student Confidentiality Policy Statement

Student & Academic Services offers students free and confidential guidance, information, advice and support services. We also lead on investigations and administrative tasks related to policy and procedures.

We believe all students have the right to confidentiality to protect their interests and ensure a relationship of trust between students and staff. Any information that a student discloses to a member of one of the specialist services (Employability and Careers Service, Student Wellbeing including Counselling, International Student Advice, Mental Health Advice, Disability and Dyslexia Support, Listening Ears, Academic Registry and Student Finance, Student Accommodation Services) remains confidential to that service.

However, there may be certain circumstances where we will need to disclose information that you have shared with us. In these circumstances we would look to obtain your consent first where possible and it will be explained to you in full why we believe there is a need to disclose information, and who will have access to this information.

If you do not provide us with consent to share this information or it is not practicable for us to try and obtain it, in certain circumstances we reserve the right to break confidentiality. This would only happen in certain circumstances, for example:

- If a student is considered to pose a risk of physical harm to themselves or others
- If a student imparts information relating to criminal activity or planned criminal activity
- Where a disclosure is required or allowed by law, e.g. the Prevention of Terrorism Act
- If the student poses a risk to the University
- If the student requests that information is passed on
- Where the student is under 18 and there is a child protection concern
- Where we are required to share information with UK Visas & Immigration in accordance with our duties as a licenced immigration sponsor
- Where non-disclosure of information could have a detrimental effect on the university's ability to remain compliant with its duties as a licenced immigration sponsor
- For the prompt and effective investigation of suspected fraudulent activity

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. We may also contact external agencies if appropriate.

You have rights as a Data Subject. You can see more information about those rights on our website: <https://www.gre.ac.uk/about-us/governance/information-compliance/privacy/data-subject-rights>

To contact Peter Garrod, the University of Greenwich Data Protection Officer and University Secretary, email: [compliance@gre.ac.uk](mailto:compliance@gre.ac.uk)

## Shared Information

Certain information may need to be shared between the teams within Student & Academic Services to enable them to carry out their work more efficiently, and enhance the service provided to the student. This would never include any sensitive information, or any details shared during a one-to-one session, unless as detailed above.

## Confidentiality and Record Keeping

Each member of staff in the services listed, who has contact with students, may keep records of appointments or conversations with students in accordance with their professional judgement or external body requirements such as the British Association of Counselling & Psychotherapy or the Office of the Immigration Services Commissioner. Students registered with any of the services will have their contact details and records of attendance kept by us, the data currently kept includes name, date of birth, address, telephone number and other relevant information as determined by each individual service. Access to records is strictly limited to approved users who have received suitable training, and all information is kept confidential.

Records held may include:

- any completed forms and/or documentation provided by the student, ,
- notes made by staff either before, during, or after an appointment
- Ongoing correspondence relating to the case, including from third parties
- Other relevant information that needs to be added to the student record

All information used for statistical reporting is anonymised.

All students are entitled to access personal data relating to themselves, subject to certain conditions, and should make a request to the University's Data Protection Officer. Further information on both the Data Protection Policy and the Freedom of Information Act can be found on the web site at:

<https://www.gre.ac.uk/about-us/governance/information-compliance/privacy/how-to-make-a-subject-access-request>

<https://www.gre.ac.uk/about-us/governance/information-compliance/making-requests-for-information/freedom-of-information>

## Exceptions

The Counselling teams within the Student Wellbeing Service, keeps records separately. It operates its own confidentiality policy in line with British Association of Counselling & Psychotherapy guidelines. Files kept by the Counselling Service are not accessible to other members of Student & Academic Services, or any other department or individual, and information will not be shared, except in exceptional circumstances as described above.

Everyone in the University has a responsibility under the Single Equality Act towards students with disabilities and to ensure that suitable adjustments can be made for such students. Students have the opportunity to disclose at various points throughout the admissions process and whilst on course. Once a student has disclosed a disability (even to one person) the institution is deemed to know. Therefore it is important that information is shared with the Head of the Student Wellbeing team and/or disability staff, with the student's permission. If the student declines the offer to share the information a non-disclosure form should be completed. The Student Wellbeing team can be contacted for advice: <http://www.gre.ac.uk/dd>.

***Student & Academic Services***

April 2009. Last updated June 2018.