

Student Life Confidentiality Statement

Student Life is a confidential service where the primary focus is to help all students' access and receive the most appropriate support, to be settled at university and able to study.

Student Life includes, Counselling, Learning Support, Mental Health Advice, Student Finance & Funding, Wellbeing, Student Engagement and the Wellbeing Assistants in the halls of residence.

What we mean by confidential

We want students to feel able to talk to us about anything that is worrying or concerning them. We are not attached to any specific academic department but can help students get back on track with studies. To reassure students, we offer a confidential service. This means 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 has specifically given consent for us to do so. Any documentation provided to individual services (e.g. financial information or medical evidence) will usually be retained within that service in line with the University's Data Protection Policy (see below).

When we may have to break confidentiality

However, there are exceptional circumstances where we may be required to disclose information. These may include situations where:

- **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, treason or any other serious criminal offence**
- **If a 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. During any conversation with students, the teams will always explain if they need to share information.

Sharing Information across Student Life

We strive to give our students the best support, and it is sometimes helpful for our Student Life 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 students. The teams will always explain who they may contact in the service, so students are always aware of who is able to offer support.

Data Protection and Record Keeping

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

Further information can be found in the University's Data Protection Policy located at

<https://www.hope.ac.uk/aboutus/governance/dataprotection>