

Library & Student Services (LSS) provide a range of advice and support services which require our staff to work with personal and sensitive information that you may share with us.

To make sure you receive the best possible advice or support outcomes you can expect the following from us:

- A private environment for you to discuss your concerns whenever possible, a dedicated space where you and an adviser will hold the conversation in private. Occasionally we may need to work with you in a shared office space within a confidential environment. This means that other members of our team will be present in the office. Your conversation is strictly confidential and won't be repeated or otherwise discussed outside of the immediate team.
- Information you provide to us will be treated as confidential. This means that we won't share this information unless this is necessary to your support and welfare. If we need to share your information in order to progress your support, advice or guidance we'll agree this with you and explain what information needs to be shared, with whom and why. This information will always be relevant to your advice, guidance or support needs.
- In order to get the best advice, support or outcomes for you we may be required to discuss your needs confidentially within our relevant team. Wherever possible, we'll protect your privacy and won't share information that reveals your identity, unless it's essential to do so.
- We won't normally share information about you with other third parties (for example your parents, guardians, family members or course leaders) without your written permission.
- Our staff will handle all your personal data in accordance with the University's Data Protection Policy.
- We may be required to consult with external agencies (for example, Student Finance England) in order to provide effective information, advice and guidance to you. In such cases, this will be agreed with you in advance.
- Our Counsellors are accountable to the professional bodies of which they're members and as such, must uphold their ethical codes.

There are exceptions where we may be legally required to share information about you without your consent to third parties, such as police or social services, including:

- Where you disclose abuse towards a child or vulnerable adult.
- Where we have reasonable grounds to believe that you present a serious risk of harm to yourself or others.
- Where you disclose your own or another's involvement in serious organised crime including money laundering or activities associated with terrorism.

Further UCA policies linked to this Student Confidentiality Statement include:

- Fitness to Study Procedure
- Student Drugs and Alcohol Misuse Policy
- Safeguarding Children and Vulnerable Groups
- Public Interest Disclosure Policy
- Data Protection Policy
- Record and Retention Policy

If you have any questions or concerns about data protection or confidentiality, please ask a member our Library & Student Services team.