

University of Bristol Student Services - Confidentiality Statement

Student Services is comprised of services that work together to support student health, wellbeing, and inclusion. These include the **Accommodation Office, Residential Life Service, Student Wellbeing Service, Students' Health Service, Student Counselling Service, Disability Services, Student Inclusion Service** and the **Multifaith Chaplaincy**. Student Services work in partnership with your Senior Tutor to ensure your support is effectively coordinated.

Although the services offer different types of help and support, our core values include treating individuals with dignity and respect which includes handling any information you provide to us sensitively.

What you can expect from Student Services:

1. Student Services abides by the terms set out in your [Student Agreement](#).
2. Students can seek advice from any member of Student Services staff in the knowledge that any information you give will be treated confidentially and only shared outside of Student Services with your consent.
3. The **Students' Health Service** is an NHS service and follows separate guidelines relating to medical information and clinical records. All consultations are confidential. Information will not be given to University staff, parents or anyone else without your permission. However, information may be shared with other clinical and support staff involved in your care.
4. The **Student Counselling Service** is a confidential service that abides by British Association for Counselling and Psychotherapy's [Ethical Framework for the Counselling Professions](#). It has its own [Confidentiality and Data Protection Policy](#) that explains limitations to privacy and confidentiality.
5. Student Services staff will normally inform your Senior Tutor and/or School Administrator, as appropriate, that you are accessing support without giving further details of your circumstances. This is to help coordinate with your school, but you can ask that this information is not shared.
6. There may be instances where a student could benefit from sharing more detailed information with a Senior Tutor and/or other member of staff. If this was thought to be necessary, we would discuss with you what was felt appropriate to share and seek your agreement in advance. Information would only ever be shared with legitimate reason, on justifiable grounds and in accordance with the university policies.
7. Student Services routinely work with external professionals such as local NHS healthcare providers and the police. The same general principles of sharing information apply; students will be asked in advance to provide their agreement to discuss with external professionals.

8. If a member of Student Services staff takes the view that a student is at risk of harming themselves or others, they are obliged under their duty of care to override confidentiality. There also may be circumstances where the law requires disclosure for the prevention and detection of terrorism or where non-disclosure is likely to prejudice the prevention or detection of crime.
9. The University's "opt-in" gives consent for the University to inform your Emergency Contact when there are serious concerns about your wellbeing. Requests for information from all third parties including parents, other family members or friends **will be refused** unless the student has given explicit consent in advance, and this is formally recorded.
10. All personal information is collected, stored and managed in accordance with the University's [Student Fair Processing Notice](#), [Data Protection Policy](#), and associated guidance. We comply fully with the requirements of the General Data Protection Regulation (GDPR) and the UK Data Protection Act 2018. Further information can be provided by the [University Secretary's Office](#). Records will be kept and stored securely, and only accessed by relevant staff when required.
11. Student Services may use centrally shared university data systems to collect and manage data such as student name, ID, address and contact information, course details, registration status, as well as identifying which services students are being supported by. Some of these shared systems also contain sensitive details, but all professional services staff are only allowed to access information if they have a legitimate reason to do so.
12. Under data protection legislation, students have the right to request copies of the records held which relate to them.
13. If you have any questions or concerns about how your data is collected, stored and managed, please contact a member of staff and we would be happy to discuss this further.