

Student Wellbeing *confidentiality and information sharing*

What does our Confidentiality Policy mean?

The University has a Confidentiality Policy which applies to all services for students. Student Wellbeing has additional confidentiality safeguards because we deal with sensitive personal information. This means that your contact with us remains confidential to Student Wellbeing and any information about you and the nature of your difficulties will not be passed on to anyone outside of this team **without your permission**.

We keep electronic and written records of our work with you, which are stored confidentially and are accessible only to staff within Student Wellbeing. This helps us keep track of any work we have done with you and to plan further work, especially if you are not always seeing the same advisor.

How do we share information?

The University is committed to supporting students with a wide range of difficulties towards a successful completion of their agreed programme of study. In order to provide you with the most effective and comprehensive support, it is often useful for us to liaise with other parts of the University and/or external services, for example your GP, social worker or other organisation(s) that know about your circumstances.

The principle we use for sharing any information is strictly on a 'need to know' basis. In order for us to be able to do this, we will require you to complete a 'consent to share' form as described in this leaflet.

Are there any exceptions?

There can be certain very rare circumstances when we may need to share information about you with others without your consent. This is primarily if there is concern about serious harm to you or to others or if we are requested to do so for legal or criminal investigations. In this case, we will still try to obtain your consent to share first. If this is not possible or if the concerns are urgent and critical, then we may take the decision to break confidentiality.

Consent to share information

Before we share any information about you with any other agency or department, we will discuss this with you and request your signed agreement. At your appointment, you will be offered a 'consent to share' form on which you can give details of people and/or other services with whom we may share information. You can give details of what type of information you will allow us to share with certain people.

The advisor will only ask you to complete this form if you agree that sharing information is appropriate in your circumstances.

If you have not completed this form then we will assume that consent has not been given.

Further information for counselling

There is an 'Important Information About Counselling' leaflet that you should read if you are having counselling in Student Wellbeing, available from wellbeing advisors or the Student Wellbeing reception.

Feedback

Student Wellbeing is committed towards safeguarding students and their privacy. If you have any queries or suggestions for improvement relating to our 'Confidentiality and Sharing of Information' leaflet please contact us at our reception on Level 1, Surrey Building, City Campus or email us at **student.wellbeing@shu.ac.uk**

Student Wellbeing

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