

Student Wellbeing

Confidentiality and information sharing

What our Confidentiality Policy means

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 staff who are directly involved in delivering the service, and any information about you and the nature of your difficulties will not be passed on to anyone outside of these staff without your permission.

We keep electronic and written records of our work with you, which are stored confidentially and are accessible only to staff who are directly involved in delivering the Student Wellbeing service. 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 member of staff.

How we share information

The University is committed to supporting students 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.

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 information about you with any other agency or department, we will discuss this with you and request your signed agreement. You will be offered a 'consent to share' form on which you can give details of people and/or other services with which we

may share information. You can give details of what type of information you will allow us to share with certain people.

We 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.

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 helpdesk on Level 1, Surrey Building, City Campus or email us at **student.wellbeing@shu.ac.uk**.

Student Wellbeing

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