

CONFIDENTIALITY POLICY

We want all students who use our services to feel comfortable talking to us. To achieve this, all aspects of our service (including the fact that a student has come to us for advice or support) should remain confidential. However, in certain circumstances we may be unable to treat a case confidentially.

This policy sets out what we mean by “confidentiality” and the circumstances in which we may disclose information.

The general rule...

When we refer to information being treated “confidentially”, we mean that we will not disclose personal information, or information which is given to us, to any third party without explicit written or verbal consent.

Who is a “third party”?

In the context of advice, a “third party” means any person or organisation outside the Just Ask team and its managers.

In the context of student-led support groups, a “third party”, is anyone outside of the group leaders and the Just Ask Team and its managers.

Unfortunately, we cannot guarantee that information that is shared in Student Led Support Groups will be kept confidential by all parties.

If it is appropriate, and written consent is given to do so, we can liaise with family, friends and partners about individual cases.

When we will disclose information about you

We will only disclose information to a third party in three specific circumstances:

1. If you ask us to. We may require signed consent to do so.
2. When we are required to do so by law.
3. When we feel that an individual may be at risk to themselves or another person.

Your information

We store personal and case information in our secure case management system so that we can give students the best advice possible

We keep this data for 6 years, in line with Advice UK standards.

We also use anonymised data about students and their cases for reporting purposes, for example, our annual report.