Exceptions

If we are very concerned about your safety or the safety of others we may have to share information with other people from the University or from outside organisations. Wherever possible and where the delay would not increase the likelihood of harm we would try to discuss this with you and get your consent to share relevant information. However, this may not always be possible; in these circumstances we would discuss with you our reasons for sharing this information with others as soon as possible after this had taken place.

If we are legally obliged to provide information to outside agencies we will do this in line with the Data Protection Act.

Storing information

Any information will be stored on your student case file which is held exclusively by Student Support Services. The file can be paper, electronic or a mixture of the two. All files are held securely in line with the University data policies and the Data Protection Act. Staff within Student Support Services will only keep information that is relevant and appropriate. Paper based information is kept in locked secure areas within Student Support Services and electronic files are held securely with limited access and appropriate protection. Information is normally kept for a maximum of six years after you have left or graduated from the University.

Access to your record

Student Support Services comply with the requirements of the Data Protection Act 1998 and respects the rights of users to request access to their records. For further information about accessing your records please ask your advisor or visit the data protection pages on the University website University website: http://www.liv.ac.uk/legal/data_protection/ and follow the link to the Data Protection Policy where you can find information about requesting access to your records and a link to the Data Protection Enquiry/Subject Access Request Form.

More information

If you have any concerns about confidentiality please do speak to any member of the Student Services teams

Information on the University’s data protection policy can be found at:

http://www.liv.ac.uk/legal/data_protection/

Contact details

0151 794 5863
www.liv.ac.uk/studentsupport
Student Support Services provide confidential information, advice and support for all students studying at the University. Many students who use our services discuss sensitive personal information with us and it is important that we ensure that we keep this information confidential. Students who share information with us should be secure in the knowledge that any information they disclose to us is handled in a respectful and appropriate manner, we believe this is important in encouraging students to come and seek help and support.

This leaflet explains how we record and store personal and confidential information. It also explains how we sometimes share information and the occasions when it may not be possible to keep all information completely confidential.

As part of our commitment to supporting students we ask all students to complete and sign a confidentiality declaration. Please take time to read this information so you are aware of the reasons why we ask you to do this. If you have any concerns about confidentiality please speak to any member of the Student Support Services team.

Who are Student Support Services?

Student Support Services are part of Student Services. We provide information, advice, and guidance to all students. We are split into two main areas incorporating a number of specialist advisers. The diagram below shows how the services are organised.

Student Support Services staff are all very experienced in supporting students with a range of issues. All students are encouraged to come and discuss any concerns or support requirements with the teams as soon as possible. The services are available throughout the year.

Your first contact with our services can be with staff from one of the specialist areas or you may receive initial general advice from any of our Student Support Services staff.

Sharing information

Confidentiality is important and we want students to be assured that the information they provide is treated with sensitivity and care. However, in order to fully support students it is sometimes necessary to work with colleagues within Student Services or with other University departments. In these situations we would ask your permission to share relevant information across teams to enable us to provide you with the most appropriate support. We will explain our reasons to you and advise you about whom we feel needs to have information about you. We will then ask for your signed consent to do this.

We will not share information about you with other teams, or staff within the University without your permission. If we do have your permission to share information we only share the information needed to ensure that appropriate support is in place. In some situations you may wish to restrict the type of information we share, if you wish to do this then please discuss this with a member of Student Support Services staff. However, if you do wish to restrict the sharing of your information this may limit the support and effectiveness of help that we can offer you.

Finally, in some instances, staff may need to share information with organisations outside the University to ensure support is in place e.g. Student Finance England. You will be asked to confirm who you are willing for us to contact/discuss your support with on your consent form.