

Student Wellbeing Confidentiality and Information sharing

The University has a [Confidentiality Policy](#) which applies to all services for students. The Student Wellbeing Service has additional confidentiality safeguards because we deal with sensitive personal information. This means that any information about you and the nature of your difficulties will be limited to relevant staff only who are working in the service or staff in the Student Success Team who have roles related to safeguarding and managing risk.

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 organisations that know about your circumstances.

The principle we use for sharing any information within the university is strictly on a 'need to know' basis and permissions to access records are extended to staff within Student Success who may be working with the student.

Where appropriate before we share information about you with any external agency, we will discuss this with you and request your agreement. In these instances, you will be offered a 'consent to share' form on which you can give details of people and/or services. You can give details of what type of information you will allow us to share with certain people.

There are some instances i.e. safeguarding where we must share information with relevant agencies.

Records & Note Keeping

We keep electronic records of our work with you, which are stored confidentially and are accessible only to staff who are directly involved in delivering the Student Success 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. After your final session your notes are retained for a period of 6 years after the last entry before being destroyed. You can request to

see your client notes. To do this you will need to request a Subject Access Request by e-mailing **Email:** DPO@shu.ac.uk

Other Data

The service also collects appointment data and equality data to improve service delivery and data from our registration form to support you in our assessments and in monitoring response to support. Anonymised appointment, equality and registration form data is also used from time-to-time for research purposes.

Feedback & Complaints

The Student Wellbeing Service is committed towards safeguarding students and their privacy. If you have any queries or suggestions for improvement relating to your experience with the service, please email us on student.wellbeing@shu.ac.uk. If you are dissatisfied with how your personal data has been handled, you may raise a formal complaint on the following link

<https://www.shu.ac.uk/about-this-website/privacy-policy/data-protection-complaints>