

STUDENT WELLBEING SERVICE DATA SHARING AND CONSENT

(Counselling, Disability & Dyslexia, Mental Health, OPAS, and Psychological Wellbeing)

Actions to be completed by you:

1. Read the consent and data sharing information on this document.
2. If you are satisfied with the content of this document, then you can reply to the email with 'I consent'.
3. If you would like to give us consent to communicate about you and your support needs with a third party such as your parents/guardian, then please email us with their name, relationship to you and contact details.

Please note if we do not have your consent by your first appointment then this will be discussed in more detail with you then.

Data Protection Legislation, the Purpose of Processing Data, and Retention of Data

The University of Greenwich is a data controller in terms of Data Protection Legislation. The Student Wellbeing Service follows University policy in matters of data protection.

The Student Wellbeing Service will process the data given by students for the purposes of providing professional support to alleviate psychological and emotional distress, and to enable students to make the most of their overall experience at the University.

Records are stored on a secure CRM system that only Student Wellbeing Service employees have access to and are protected from unauthorised view. Data records are retained for the duration of the current academic year plus six further years. After this retention period all records are securely destroyed.

We also collect statistical data – e.g. through CORE-10, GAD-7 (Generalised Anxiety Disorder Questionnaire) and the PHQ-9 (Patient Health Questionnaire) completed at the beginning and end of the work. This data may be shared within the University for administrative and statistical purposes. You will not be personally identifiable in this reporting. All records are kept securely within the terms of the University's Data Protection Policy and Data Protection Legislation.

By giving consent to the Student Wellbeing Service holding data on you, e.g. an intake form, case notes, statistical data, you understand that notes from the initial assessment session and any subsequent sessions are confidential and kept securely on our systems, but you acknowledge that it has been explained to you that there may be circumstances which arise in the management of risk which mean that the University

may need to disclose certain information to additional University personnel or to third parties.

Confidentiality

Practical, wellbeing and mental health support is offered through Student Wellbeing which comprises Counselling, Disability & Dyslexia, Mental Health, OPAS (Outreach, Participation and Advice Services), and Psychological Wellbeing services.

Student Wellbeing Co-ordinators (Counselling, Disability & Dyslexia, Mental Health & Psychological Wellbeing) and OPAS Advisors (Report + Support, Greenwich Cares, STAART) work according to strict codes of confidentiality and are all members of registered professional bodies (e.g. BACP, NMC, BPS, PATOSS etc) or specially trained to support students with specific living experiences in accordance with their role. All Student Wellbeing Co-ordinators and Advisors adhere to a strict ethical framework in accordance with their profession and qualification.

To provide holistic care, we may consult with other colleagues in other areas of Student Wellbeing (e.g. students accessing counselling may consult with those responsible for Mental Health, OPAS, Psychological Wellbeing or Disability & Dyslexia provision and vice versa) or with administrative services.

More detailed information on our confidentiality policy can be found [here](#).

When we might break Confidentiality

In certain circumstances we reserve the right to break confidentiality. This would only happen if there were a serious risk to your own or others' safety, or if we were compelled to break confidentiality by law. Even in such circumstances we would do our utmost to discuss things with you before taking action.

In the event of a serious and imminent risk of major harm, other members of the University may be informed or called upon to assist in managing the immediate situation.

Releasing Information to Third Parties

We do not divulge information about you to academic staff, parents or guardians, or to anyone else outside of Student Wellbeing without your express permission, or unless necessary to do so.

If you would like us to communicate with a third party, you must confirm their name(s) and contact details.

Declarations to be agreed by the student if consent is given:

- I have read and understood the Data Protection statement and give consent to the University collecting, holding and processing my sensitive and personal data for the

purposes described above. I confirm that the information supplied is true and that I would be willing, if required, to answer further questions related to it

- I agree to work with the Student Wellbeing Service (Counselling, Mental Health and Psychological Wellbeing) under the confidentiality guidelines outlined above. I understand the circumstances in which confidentiality would be broken.