

Student Advice and Wellbeing service

Data Privacy and Confidentiality statement

Introduction

Student Advice and Wellbeing services provides confidential information, advice and support to students at the University. Many students who use our services disclose sensitive personal information to us and it is important that we ensure that this information is kept confidential. Student Advice and Wellbeing want all students who chose to share information with us to be secure in the knowledge that any information disclosed will be handled in a respectful, appropriate and legally compliant manner.

Your information and records will only be shared on a need to know basis, If records are requested to support other processes within the University, this will always be in writing and appropriate records maintained of release and purpose.

Your rights under Data Protection legislation

You have a number of rights under data protection legislation (Data Protection Act 2018[DPA] and the General Data Protection Regulation 2018 [GDPR]) . These include:

- The right of access to the personal data that the University holds about you;
- The right to have your personal data rectified;
- The right to be forgotten (erasure);
- The right to restrict the processing of your personal data; and
- The right to data portability.

Legal Basis for processing your data under GDPR

Student Advice will use and share your information as part of

- Article 6(1)(b) Performance of a contract for example your student contract – on many occasions the University will process your data to enable it to meet its commitments to you,
- Article 6(1)(e,) Public task
- Article 6(1)(d) Protecting vital interest of yourself or others – sometimes the University needs to release information to protect your interests or the interests of others, e.g. in a medical emergency.
- Processing ‘special categories’ e.g. disability services related to learning and teaching Article 9(2)(b) processing is necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of employment and social security and social protection law in so far as it is authorised by Union or Member State law or a collective agreement pursuant to Member State law providing for appropriate safeguards for the fundamental rights and the interests of the data subject;
Or in accordance with the Data Protection Act 2018 schedule 2 or 3.

Method of Storage

In the main, student cases are maintained using the University's case management system, and records are held electronically and on paper. There may be occasions when a mixture of storage methods are used. All cases are kept securely and in line with the General Data Protection Regulation 2018 (GDPR) and the Data Protection Act 1998 (DPA). All access to the case management system is password protected and different levels of staff security apply, and case notes are only accessed by appropriate SAW staff.

Supervision

Students should be aware that cases may be discussed between individual staff members and their supervisors (usually within a line management system but also external to the University in the case of Counselling and Mental wellbeing supervision). Counselling and Mental wellbeing supervision occurs with an appropriate independent professional clinical supervisor and professional guidelines are strictly adhered to. (link to BACP and HPC)

Student cases will only be discussed within Student Advice and Wellbeing on a need to know basis and in the best interests of the student concerned. This discussion will centre on actions to be taken and possible allocation to the member of staff best placed to resolve issues.

Sharing Information outside the University

In some instances, it will be necessary to share information with an organisation outside the University. This could include services such as Student Finance England, the NHS, Landlords. Staff within Student Advice and Wellbeing services will always be happy to explain the reasons behind this third party disclosure. You may also raise any concerns with the University Data Protection Officer or with the Information Commissioner's Office (contact details below).

Retention Periods

All student cases and case notes will be stored for a period of 6 years after you leave the University. After this time, all information will be securely removed from the case management system and destroyed. If a student enrolls at the University, leaves and returns, for instance, 2 years later, destruction of records will move to 6 years after the second period of study finishes.

Liverpool John Moores University (LJMU) and by association, Student Advice and Wellbeing services (SAW) is the data controller for the purposes of this statement. Should you require any further information relating to how the University handles your personal data or your rights please contact the University's Data Protection Officer via dpo-ljmu@ljmu.ac.uk or by telephone on 0151 231 3071.