Student Support Confidentiality Statement

Student Support at the Enquiry Centre offers a confidential service to all students and staff at the University of Dundee. In practice this means that we will keep and maintain records about people accessing support at the Centre for the following purposes:

- To keep accurate records of support appointments and drop-ins to ensure effective support is offered to people on an ongoing basis
- For statistical analysis to help to improve the service (any statistical information given to third parties will be in an anonymous format so that individuals cannot be identified)
- To inform the development of the services we provide at the Enquiry Centre

No personal information either verbal or written will be disclosed to anyone else outside Student Support at the Enquiry Centre without your consent, except when required to do so by law. The only exceptions to this would be:

- If it is assessed that either yourself or someone else is at risk. In this instance, we may share information with others including, for example, healthcare professionals and the police in order to protect you and others
- If there is an adult or child protection issue, we would share information with relevant statutory agencies
- To meet our agreement to comply with immigration requirements
- To prevent and/or detect crime

We will process all personal and sensitive data in accordance with the GDPR.

If you have any concerns or questions about the creation, sharing or storage of records by Student Support at the Enquiry Centre, please speak to the member of staff you are seeing in the Centre. The records and data we keep are in accordance with Data Protection legislation.

Any records created will be securely stored. These records will be kept for a period of up to six years after you have left the University after which they will be destroyed. We process all personal and sensitive data in accordance with the General Data Protection Regulation (GDPR).

Under GDPR you have rights to data erasure which can be undertaken upon request. However, destruction of your data whilst you are still an active student or member of staff may prevent us from being able to offer any level of support. Further information is available in our Privacy Notice on the University’s Data Protection website.