

Norwich University of the Arts

Student Support: student confidentiality

Guide for applicants, students, parents, guardians and other third parties

What does confidentiality mean?

We recognise that you may share personal and sensitive information with Student Support staff. The information you share with Student Support is recorded in writing on a file which is stored with restricted access.

Our Student Privacy Notice <https://www.nua.ac.uk/about-nua/data-protection/> sets out how the University uses the information it holds about you.

In some situations, in Student Support, we may need to pass on some of the personal information that you have shared with us. Information may need to be shared within the University, outside of the University or both.

1) Sharing information within the University

- **Case discussions.** It is normal for Student Support staff to discuss their work with each other, as part of good working practice and peer learning. The Student Support Manager reports to the Academic Registrar and regularly discusses student situations with the Academic Registrar, within the line management and supervision structures at NUA. These discussions remain confidential unless the need to break confidentiality applies, as in the examples below.
- **With other parts of the University.** Student Support is routinely asked to share information with other staff or Boards within the University. We only do this in order to enable the University to carry out its functions, and to support students, both academically and pastorally. When we share information, we pass on the minimum level of detail possible. For example, we might tell a meeting of the Progress Review Board that a student is experiencing difficult personal circumstances but is engaging well with specialist support. Such information would not be shared outside the University unless any of the circumstances above applied.

2) Sharing information outside the University

- **In an emergency.** In an emergency, for example if we think your life is at risk, we will contact the emergency contact you have provided us with, as well as contacting the emergency services. We will also contact the emergency services if we feel that anyone is at imminent risk of danger. Equally, if we are contacted by the emergency services, we will cooperate with them by providing information.
- **If there is a safeguarding risk.** We will contact the Norfolk Multi-Agency Safeguarding Hub if a vulnerable adult or a child is at risk of abuse or has been abused.
- **With other students** - we will only share your information with other students with your specific consent, for example if you have asked us to help resolve a dispute.

- **A parent or another third party individual or organisation** may contact us, wanting to discuss a student. We will only do that if the student has provided us with written consent to talk to the third party.

Guidance for parents, guardians and other third parties

Due to data protection legislation, we can only discuss our students with third parties where our students have explicitly authorised this, unless we need to contact third parties in an emergency. If you would like to discuss one of our students with us, we encourage you to ask them to complete, sign and return a 'consent to share' document to authorise this.

The only exception to this is in the case of students who are aged under 18. If you are the parent or guardian of a student aged under 18, you will have already received correspondence from us about this.

If you want to share concerns about one of our students with us, we can make a note of your concerns and act on them as we see fit, but we will not be able to have a discussion with you without the student's authorisation, or report back to you on any action we have taken in relation to your concerns.

Even if you are paying a student's rent or tuition fees the above applies, as our legal relationship is with students, not parents or other third parties. The exception to this is that we will communicate as needed with a third party acting as a guarantor for a student's rent, if the student is living in University-managed accommodation.

If you visit our student accommodation without making prior arrangements to meet a student, you will not be able to enter the building. Likewise, if students want to invite visitors to any part of the campus, there is a process they must follow in advance to obtain permission for this. We take these steps in order to safeguard our students and the wider University community and respect students' privacy in their home, and to ensure that visits are well-managed and take place at suitable times.