

# Privacy Notice

Students at King's receive confidential advice and support from the teams that form [Student Support & Wellbeing Services \(SSWS\)](#). These teams include our Advice & Guidance Team, Counselling & Mental Health Support Team, Disability Support Team and our Student Services team (the university's frontline enquiry service). Additionally, colleagues from other student-facing support teams at the university, who work alongside our teams – for example, sharing some of our spaces – are also subject to the principles and protocols outlined in this notice.

## **1. Confidentiality**

This notice outlines SSWS' commitment to confidentiality and explains how we store personal information relating to students or others in accordance with the Data Protection Act 2018, General Data Protection Regulation and any superseding legislation. The notice also outlines when it might not be possible to keep all information confidential. Students consulting our teams will be routinely directed to this notice.

In addition, where a team in SSWS requires consent from a student to act on their behalf or share information in a particular way, which goes beyond the scope of this privacy notice, separate consent forms will be used to seek the necessary consent. Students have the right, when asked to sign such consent forms, to restrict who has access to their information or withdraw permission for their personal data to be shared. In such instances, staff will explain how restricting the sharing of information might limit the support that the team can provide.

Please note that this notice is governed by the King's College London [Core Privacy Notice](#) and [Student Data Collection Notice](#), and we will process your non-sensitive and sensitive personal data in line with King's College London Data Protection Procedures. In line with these university-wide policies, students consent to the university's handling and use of personal data for legitimate purposes connected to their education at King's, including developing services and enhancing the student experience.

As with all staff at King's, staff in SSWS complete mandatory data protection training to ensure we are managing, storing and using data properly and in accordance with university policy and our regulatory requirements.

## **2. Record Keeping**

It is usual practice for staff in SSWS to keep detailed notes of their sessions with students, to help us support the student effectively in the future. These might contain background personal information about a student, the issues or concerns raised, and details of the advice and support given as relevant to the team. Case records might include handwritten notes, copies of correspondence and other sources of information. All notes are held on a secure server within a confidential encrypted database, or, when they include handwritten notes, in locked filing cabinets.

We collect and process your personal information to assist with any enquiry you may log with the service supporting you. This will include your personal identifying information (as detailed on your student record) but may also include any sensitive information you provided when you requested assistance, along with any documentation you may have supplied (for example Doctors letter, bank statements etc.).

In line with legal requirements under the General Data Protection Regulation (GDPR) we will only use, or share with other suitably trained individuals, your non-sensitive and sensitive personal information to:

- provide you with information, advice, guidance and support regarding any issues that you have requested we assist you with and relating to you being a student at King's College London
- provide pastoral services to support you through your studies
- monitor, evaluate, audit and develop our services – although data will be anonymised in any published reports
- respond to any complaints you make about our services
- protect somebody's life

SSWS sometimes employs students to work as ambassadors, interns or peer supporters. These students do not have access to staff files, student records or case management systems. Any guidance and information given by students, when representing our services, is closely monitored and supervised by staff. All student staff sign a confidentiality statement confirming that they will not disclose the identity of students they interact with as part of their work.

### **3. Data retention**

We will keep your data electronically on our case management systems, which may be made up of personal and sensitive information relating to your case, for up to six years after the end of the academic year in which you concluded your interactions with us, after which time it will be confidentially destroyed. You can read more about this in King's [Records Retention Schedule](#).

### **4. Sharing information in order to deliver services and support students effectively**

Staff within SSWS may share information about individual students with each other, with the intention of supporting the student effectively, resolving the student's case or matters relating to the case, and/or developing our staff. They may also reflect on the details of the case for supervision, peer-to-peer support and informing social policy, but the anonymity of the student will be maintained.

We will only identify you as a service user with other appropriately trained staff internally within SSWS to fulfil our service obligations to you. This may include:

- some basic information about you and your appointment, such as your name and your contact details, which may be viewable and processed by our frontline Student Services team, when booking an appointment, a call back, or arriving for an appointment,
- liaising with other professional staff within SSWS to identify other forms of assistance in order to deliver holistic support.
- liaising with academic staff and professional services staff where necessary (e.g. Admissions, Credit Control, Registry Services, Residences, Visa Compliance etc.) to identify options for you and support you fully.
- consulting SSWS managers on occasion basis in the case of complaints, students at risk or where supervision is required at a senior level.

### **5. Extending confidentiality**

In most cases, we will seek individual informed consent from a student if a situation arises in which we need to extend confidentiality to others, including support services within the university and externally. However, there are occasions when we might need to extend confidentiality without a student's permission, or before such permission can be sought. This includes situations in which:

1. There is a serious risk of harm to yourself or to others, including vulnerable adults or children
2. We have reasonable belief that you have breached a university policy or regulation – for example, for students on programmes that lead to a professional qualification and registration with a regulatory

body, information might be shared with a department if there are fitness to practice requirements (as explained on the [Fitness for Registration and Practice](#) webpage).

3. The university is legally obliged to provide information to external authorities, such as the police or a government agency (e.g. breach of visa conditions).

In such circumstances and where appropriate, the student will be notified as soon as possible that a member of staff has had to share information without their permission.

### **Parents, guardians, partners or other family members**

It is our policy to empower students to communicate for themselves. We will not discuss your support with a parent, relative or guardian unless you request that we do so. If you do wish another person to communicate on your behalf, we will need signed express permission from you to do so. If a parent, guardian or relative contacts us to discuss your support needs, we will inform them that we cannot discuss your case or take any action without your permission.

### **Further information**

If you have any questions about this privacy notice, please speak to the staff member supporting you or to a member of our Student Services team.

Telephone: 020 7848 1234  
Email: [student@kcl.ac.uk](mailto:student@kcl.ac.uk)  
Student Support Online: [kcl.ac.uk/student-services](http://kcl.ac.uk/student-services)

Requests for your personal information must be made to the university in writing; for more information on this and your other rights under GDPR you should refer to [Requests for Personal Information](#).

If you require further information about how the university handles personal data relating to students, or if you have any questions on the university's policies on data protection, you should refer to the [Student Data Collection Notice](#), which includes contact details for the university's Information Compliance Team.

### **Weblinks**

<https://www.kcl.ac.uk/terms/privacy.aspx>  
<https://www.kcl.ac.uk/aboutkings/orgstructure/ps/audit/compliance/data-protection/student-data-collection-notice.aspx>  
<https://www.kcl.ac.uk/aboutkings/orgstructure/ps/audit/compliance/data-protection/Requests-for-Personal-Information.aspx>  
<https://www.kcl.ac.uk/aboutkings/orgstructure/ps/acservices/conduct/fitness-to-practice.aspx>  
<https://www.kcl.ac.uk/aboutkings/orgstructure/ps/audit/records/retention/index.aspx>