

## **OXFORD SU: Student Advice Confidentiality Policy**

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### **1: Statement of Purpose**

Student Advice is a free, independent, and confidential information and advice service available to all matriculated Oxford University students.

Student Advice seeks to ensure that the safety of service users is maintained and that their rights are protected. Student Advice is committed to maintaining confidentiality in all aspects of its work.

### **2: Objectives**

The objectives of the Confidentiality Policy are:

- To provide employees and with a clear policy and operational guidance on what confidentiality means and how it is maintained
- To inform Service Users how information they disclose will be used
- To give staff and Service Users clear guidelines on the circumstances where disclosures may be necessary and the procedure for doing so

### **3: Definition**

3:1 For Student Advice, confidentiality means that no information regarding a service user shall be given, either directly or indirectly, to any third party without their written consent, unless condition contained in section 5 of this Policy apply.

3:2 Student Advice will not confirm a student's presence at a meeting or any other use of the Service without obtaining written consent.

3:3 Individual Advisors may discuss details of cases with other members of the Service and when necessary with the Oxford SU CEO (see section 5) and Trustees. Such discussions will only take place in private, and never within the hearing of other Oxford SU employees or third parties.

3:4 If an Advisor believes it could be helpful to contact a third party regarding a case, they will discuss and obtain the service users' written consent before proceeding.

#### **4: Extent of The Policy**

4:1 This Policy extends to all information including data and any form of communication recorded or transmitted in transcript or verbally, manually or electronically and the management principles extend to and include paper documents, computer files, electronic records or any other storage or processing medium.

4:2 All Advisors will receive a copy of the confidentiality policy upon appointment.

4:3 All Service Users will have the relevant aspects of the confidentiality policy explained to them upon first contact with Student Advice.

#### **5: Risk and Confidentiality**

5:1 When details of a case are judged by the Manager of Student Advice to involve

- Individual Risk (to the safety or well-being of students, staff and those associated with the organization)
- Reputational Risk
- Financial Risk
- Litigation Risk
- Or where there is a legal obligation

it may be necessary to disclose information with the Chief Executive Officer and outside agencies.

5:2 If an Advisor has to break confidentiality they will, when possible, make a reasonable effort to inform the Service user of this decision specifying the reason and to whom the matter will be disclosed.

#### **6: Breaches of this Policy**

6:1 Breaches of this Policy by staff will be regarded as misconduct and could lead to disciplinary proceedings.

6:2 Any member of the organization or service user concerned about a breach of this Policy should follow guidance outlined in the Student Advice Complaints Procedure.

#### **7: Responsibility and Review**

7:1 The daily implementation of this Policy and supporting procedures will be the responsibility of all staff employed by the Organisation.

7:2 Operational oversight for the implementation of this Policy will lie with the Manager of Student Advice.

7:3 Ultimate responsibility for the implementation of this Policy will lie with the Chief Executive of Oxford SU.

7:4 This Policy will be reviewed annually or when required through operational need. Review will be the responsibility of the Chief Executive of Oxford SU.

**This Policy has been approved and authorized by**

Name: J Hampton  
Date 28 February 2017

Position: President and Trustee

Date for Review February 2018

**Related Policies**

SA Code of Practice  
SA Complaints Policy  
SA Data Protection Policy  
SA Equality, Diversity and Non -Discrimination Policy  
SA Exclusion Policy  
SA Service Standards