

## **Statement on Information Sharing and Emergency Contact in Student Support**

The University is committed to supporting students and their academic progress and personal development. Information given by students to staff involved in their support will be treated with respect, sensitivity, care and discretion. This statement outlines University Policy on the management of personal data within the University and situations when we might need to share information with third parties - individuals or organisations.

### **The University Data Protection Policy**

Our commitment to protect the rights and privacy of students in accordance with appropriate UK and European legislation is demonstrated by our Data Protection Policy

<https://www.dur.ac.uk/ig/policies/dppolicy/>

and information about how we process student data is available in the **Privacy Notice - Students**

<https://www.dur.ac.uk/ig/dp/privacy/pnstudents/>

### **Information sharing within the University**

record-keeping system. Where a student's express consent to share information is not given, staff will record the reason for that decision and ensure that a record is kept within the appropriate departmental record-keeping system.

### **Information sharing without student consent**

There are certain emergency and exceptional circumstances where the University may need to share information internally, with external agencies or with Emergency Contacts whether or not consent has been given. The University may, in order to protect the vital interests of the student or another person, contact third parties, such as medical professionals or an Emergency Contact, concerning the health of a student when it believes it is reasonable and/or in the best interests of the student to do so. The University will attempt to gain the prior consent from the student to do so but where consent cannot or will not be given it might act without consent. Whenever information is to be shared without consent the student concerned

If the Counselling Service wishes to share any data – for student support purposes – it will attempt to gain prior consent to share any data, but where consent cannot or will not be given, or if it compromises the safety of an individual, the Counselling Service reserves the right to act without consent.

Further information can be found in the Counselling Services Agreement:

<https://www.dur.ac.uk/resources/counselling.service/aboutus/CounsellingServicesAgreementforStudentsv3September2019.pdf>

**October 2019**

**Please see diagram below for the University process for sharing information with third parties when a student is at significant risk.**

### **Information sharing when students are at significant risk**

In order to protect the vital interests of a student or another person, the University may contact third parties concerning the health of a student. Third parties can include medical professionals or a student's designated emergency contact. We would only resort to this when we believe it is reasonable, or when it is in the best