

Confidentiality Policy and Conditions

Wellbeing Service

Confidentiality

The information you choose to share within the meeting with the Wellbeing Adviser will be treated as confidential. However, the Wellbeing Adviser is part of QMU Students Services therefore with your consent your attendance and information may be shared with other Student Services staff to ensure you receive the most effective support. This includes Extenuating Circumstances requests.

Exceptions to Confidentiality:

The Wellbeing Adviser will not discuss you with anyone outside the Student Services team except in the following circumstances:

- Where the Wellbeing Adviser believes that your life or that of a third party may be in immediate or significant danger.
- Where the Wellbeing Adviser would be subject to criminal court procedure should the information not be disclosed.
- Where the Wellbeing Adviser has your expressed consent to pass on information, within the realm of multi-disciplinary approaches to your wellbeing, either within the University, or to other external sources of support.

At your initial appointment your Wellbeing Adviser will outline procedures in place should any of the above occur and address any clarification you may need.

What if I can't attend an appointment?

As the Wellbeing Service is a limited resource in the University, please be mindful of the need for it to be shared. If you can't keep an appointment, please give 24 hours notice of cancellation, except in unforeseen circumstances. This enables the Wellbeing Adviser to offer the session to another student.

We would ask that you avoid not turning up for a scheduled appointment without notifying the Service. Should this happen, we will leave it to you to initiate contact.

Record Keeping

Following each contact with the student, notes may be made by the Wellbeing Adviser to record pertinent points, including a synopsis of past experience and immediate concerns. These will vary in length and detail. These are stored securely within the Wellbeing Adviser office and kept for five years after which they are destroyed.

Access to notes

Under the Data Protection Act 1998, students have a right to access all information being held about them by the Wellbeing Adviser.

Liaison and correspondence

With the expressed permission of the student it may be appropriate for the Wellbeing Adviser to liaise with, or write to, a third party - for example a personal tutor or GP. In the case of telephone calls, the purpose of the call, and the nature and extent of the information to be given will be agreed with the student prior to the call. Requests for evidence should be discussed with the Wellbeing Adviser.

Third Party Information

Information that comes into the Wellbeing Service from a third party, e.g. from a GP, personal academic tutor, other Service, or concerned other, will be shared with the student in the interests of the integrity of the relationship, except where the Wellbeing Adviser believes that another person's established right to confidentiality will be breached in the process.