We adhere to the AGCAS Code of Practice on Guidance which includes Confidentiality as one of its six principles\(^1\).

“The guidance process should be confidential, and this should be made clear to the individual. Personal information should not be passed on without the individual's prior permission. Any limitations on this should be made absolutely clear at the earliest possible stage.”

The limitations on this are:

- that within the Careers Centre, information is shared on a need to know basis. The need to know may be concerned with the needs of the individual or with the need to maintain and develop an effective service, including the development of staff.

- that Careers Centre staff who are informed by a student of a disability are required to check that the student has also notified Student Support Services. If this is not the case, the member of staff is obliged to tell the student that they (staff member) must do so. If the student objects, the member of staff should obtain a signed statement from the student to that effect. Advice may be sought from Ailsa Ritchie, Deputy Director of Student Services in such cases. See also [www.st-andrews.ac.uk/staff/safety/HelpingDistressedStudents/](http://www.st-andrews.ac.uk/staff/safety/HelpingDistressedStudents/).

- that the Careers Centre reserves the right, in other exceptional circumstances, to pass personal information without an individual's prior consent where there is a legal or 'duty of care' imperative. Even in these circumstances we would normally seek to explain this to the individual.

The Service also adheres to the terms of the Data Protection Act 1998. The factual data an individual gives to the Service will be used to compile anonymous statistics about the use of the Service.

Careers advisers and reception staff may make brief notes in students’ records within the secure intranet system referring to booked appointments (eg reason for appointment). Other careers advisers may have access to these notes, for example, where an individual has been referred for a follow-up session. This information is available to students in accordance with the Data Protection Act, and will normally be kept for two years after graduation, after which time it is destroyed.

---