Student Services’ Statement on Confidentiality

Confidentiality

Student Services will create and maintain records of our interactions with students including key points discussed, agreed outcomes and any information which staff are obliged to record. In most circumstances, we will not discuss or share these with anyone else without a student’s prior knowledge or consent. There are some exceptions to this which are important for you to understand.

The University’s Data Protection Code for Students, states that information will be shared between academic schools, service Units and the Principal’s Office in order to:

- Provide support services such as student welfare;
- Inform academic staff, in for example making decisions about academic progression, complaints, appeals and/or student misconduct;
- Comply with legislation e.g. information about attendance required by UK Visa and Immigration;
- Where there is a reasonable belief of significant harm, the University may also share information with any party as necessary to protect your vital interests or the vital interests of another; this could include sharing details with healthcare professionals, the police and/or your emergency contact. Additionally, where circumstances arise, the University might be required to share personal data for the purposes of crime prevention and detection. Where such arises, students will not be alerted to that fact.

The University will be unable to maintain strict confidentiality where there is an over-riding duty of care. For example, if a student were to disclose that they have been or are a risk to others, the University may be compelled to act on that information to meet a duty of care obligation.

If you have any concerns about the practice of information sharing or storage of records, please discuss this with the member of staff you are seeing in Student Services or the University’s Data Protection officer who can be contacted by emailing dataprot@st-andrews.ac.uk.
Records

Typically records held by Student Services will be kept for a period of up to ten years after you have left the University before being destroyed.

You have a range of rights regarding information the University holds about you, including the right to request access to your records. If you wish to do so, please complete the Subject Access Request Form and return this to dataprot@st-andrews.ac.uk. For further information about your rights, please see information available on-line.