

International Student Advice *Confidentiality Statement*

Our University is committed to providing a confidential advice service. All users of the service have the right to confidentiality to protect their interests. Assuring confidentiality is necessary to maintain the credibility of the service. The OISC's Code of Standards also requires that advisers keep their clients' affairs confidential.

No information regarding an advice service user (client) shall be given directly or indirectly to any third party who is not a member of the advice service staff, without that client's expressed consent to the disclosure of such information. No information will be given to any external agency without the client's express consent unless the provision of such information is required by law or to meet our University compliance obligations under the Points Based System. The service manager may, however, decide that information should be disclosed without consent if in the service manager's judgment there is risk of immediate physical danger to the client or others. If we disclose information it will be done in accordance with our University policy.

Our University recognises that information may need to be shared when advice service staff discuss cases. Staff are expected to ensure that such discussions take place in an appropriate environment - and not normally outside the University, except when seeking additional advice from an external adviser.

Our University is committed to the statistical recording of advice service use to enable it to monitor the demand for the service and to identify any practical or policy issues related to the advice services. It is the responsibility of the International Student Advice Service staff to ensure that all statistical records given to third parties are produced in an anonymous form, so that individuals cannot be recognised.

It is the responsibility of the International Student Advice Service staff to ensure that all individual case records are locked securely at the end of each working day. It is also their responsibility to ensure that all computer records are held secure and appropriately protected. All individual case notes and any records, whether recorded on paper or in an electronic format, will be kept securely and held for a period of six years in accordance with the provisions of the Code of Standards and other guidance published by the [Office of the Immigration Services Commissioner](#). This data is also held and processed in accordance with the requirements of the Data Protection Act 1998.

Our University ensures that all advice is given in a room that has private space at least large enough for a client with an interpreter or a child in a pushchair or a person using a wheelchair to be comfortably accommodated. If you are unhappy with the venue for your meeting please alert the adviser so that an alternative room can be found.

If International Student Advice Service staff wish to contact or correspond with clients, they are responsible for confirming that it is acceptable to call or write to them at home or work in relation to their case. All staff will ensure they make no reference to the purpose of the call when making telephone contact through third parties. All details of expressed consent must be recorded on the case file.