

Confidentiality statement

We understand that it can be difficult to trust other people with matters which may be deeply private. We will always treat your personal information with sensitivity and respect, and we regard this information (especially any concerns or problems you raise with us) as confidential unless you tell us otherwise.

ResLife Team members work closely with each other as part of a team. In order to provide continuity of support (we work on a rota basis), and to ensure that we are providing the best support we can, we may need to share information between team members. This information is only shared on a need-to-know basis.

Passing information to other people

We will not pass on any personal or sensitive information about you (including information about your studies, or your address in residence) to your family or friends unless we have your permission.

If family or friends contact us with questions about you, we will only discuss general topics with them (for example, giving details of support services available to help students) unless we have your permission to talk about your specific circumstances.

We work very closely with other services providing support to students. Sometimes we may need to talk to a professional about your situation – for example, to make sure we are meeting your support needs, or to get advice on further help available to you. We are often able to do this on an anonymous basis, but if we need to pass on your details, we will seek your permission first wherever possible.