Student Welfare Advice and Guidance and the Counselling and Mental Health Advisory Service make up Student Services. Together we provide information, advice, guidance and counselling to all students.

We are split into two main areas incorporating a number of specialist advisers. The diagram below shows how the services are organised.

More information
If you have any concerns about confidentiality please do speak to any member of the Student Services team.

Information on the University’s data protection policy can be found at www.liverpool.ac.uk/legal/data_protection/

Contact details
Student Support Services
T: 0151 794 5863
www.liverpool.ac.uk/studentsupport
Advice and Guidance
E: advice@liverpool.ac.uk
Disability Advice and Guidance
E: disteam@liverpool.ac.uk
International Advice and Guidance
E: iagteam@liverpool.ac.uk
Money Advice and Guidance
E: money@liverpool.ac.uk
Counselling Service
T: 0151 794 3304
E: counserv@liverpool.ac.uk
www.liverpool.ac.uk/studentsupport/counselling
Mental Health Advisory Service
T: 0151 794 5863
E: counserv@liverpool.ac.uk
www.liverpool.ac.uk/studentsupport/mentalhealth
Student Services provide confidential information, advice and support to students studying at the University. Many students who use our services discuss sensitive personal information with us and it is important that we keep that information confidential. Students who share information with us should be secure in the knowledge that any information they disclose to us is handled in a respectful and appropriate manner, we believe this is important in encouraging students to come and seek help and support.

Introduction

Your records will only be shared by staff within the Student Services on a need to know basis, unless we have your permission to discuss your issue with someone else. No information will be disclosed to anyone outside of Student Services without your express permission and we will usually ask you to sign a release of information consent form to confirm this in writing.

Any information will be stored on your student case files which are held exclusively by Student Services. The file can be paper, electronic or a mixture of the two. The University will store your data as safely as we can and will never disclose it to any other person unlawfully. To do this the University complies with the provisions of the Data Protection Act 1998 and the EU General Data Protection Regulation (GDPR). The University will never sell, licence or trade your personal data to any third party.

You will be asked to confirm who you are willing to discuss your issue with on your signed consent form. We will explain our reasons to you for us to contact/discuss your support with on your consent form. We will explain our reasons to you and advise you about whom we feel needs to have information about you. We will then usually ask for your agreed consent to do this.

Exceptions – breaking confidentiality

We have serious concerns about your safety or the safety of others. We may have to share information with other people from the University or from outside organisations. Whenever possible and appropriate to do so we will try to increase the likelihood of harm we would try to discuss this with you and get your consent to share relevant information. However, this may not always be possible. In these circumstances we would discuss with you our reasons for sharing this information with others as soon as possible after this had taken place.

Exceptions to confidentiality are rare and would arise only:

- Where there is risk of harm to others, including safeguarding issues eg child protection or where disclosure is required by law eg a court subpoena records required in court or under prevention of terrorism legislation
- If we are legally obliged to provide information to outside agencies we will do this in line with the Data Protection Act.

Access to your record

Student Services comply with the requirements of the Data Protection Act 1998 and respect the rights of users to request access to their records. For further information about accessing your records please ask your adviser or visit the data protection pages on the University website www.liverpool.ac.uk/legal/data_protection/ and follow the link to the Data Protection Policy where you can find information about requesting access to your records and a link to the Data Protection Enquiry/Subject Access Request Form. All data is held in accordance with the University’s privacy notices, which are available at www.liverpool.ac.uk/legal/data_protection/privacy-notices/

Sharing information outside of Student Services in the wider University

Confidentiality is important and we want students to be assured that the information they provide is treated with sensitivity and care. However, in order to fully support students it is sometimes necessary for us to share information with colleagues in University departments. In these situations we would ask you to sign relevant information with staff in other University departments to enable us to provide you with the most appropriate support.

We will explain our reasons to you and advise you about whom we feel needs to have information about you. We will then usually ask for your signed consent to do this.

We will not share information about you with staff outside of Student Services without your permission. If we do have your permission to share information we only share the information needed to ensure that appropriate support is in place. In some situations you may wish to restrict the type of information we share, if you wish to do this then please discuss this with a member of our staff.

If you do wish to restrict the sharing of your information this may limit the speed and effectiveness of help that we can offer you.

Sharing information outside of the University

In some instances, staff may need to share information with organisations outside the University to ensure support is in place. This could include services such as Student Finance, the Counselling and Mental Health Advisory Service, Liverpool Guild of Students, NHS or Local Authorities.

The Counselling and Mental Health Advisory Service work to recognised professional standards of confidentiality. Our counsellors work to British Association of Counselling and Psychotherapy standards of practice including ethical guidelines covering confidentiality. The BACP Ethical Framework can be found on their website at www.bacp.co.uk whilst our Mental Health Advisers are registered with the Health and Care Professions Council or other relevant body and work in accordance with their standards of professional practice. Information is available on their website at www.hcpc-uk.org

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