



Please use **BLOCK CAPITALS** or ✓ (the appropriate box) to complete this form and refer to the guidance document before completing.

We operate discreet services within Student Advisory & Wellbeing, meaning that the information you disclose to us will not be passed on without your explicit consent. Royal Holloway, University of London is fully committed to upholding the principles laid out in the General Data Protection Regulation (2018). Further information on how the University handles your data can be found in the Student Data Collection Notice available on the student intranet: (<https://intranet.royalholloway.ac.uk/students/assets/docs/pdf/student-data-collection-notice-final.pdf>)

Section A: Student details

Student ID:

First Name:

Surname:

Email:

Mobile No.:

Section B: Confidentiality & information sharing

In certain circumstances Student Advisory & Wellbeing (SA&W) may need to disclose and exchange certain information to other university departments (academic and professional services) and **external** third parties in order to support you. External third parties may include but are not limited to:

Royal Holloway Students' Union

Surrey Police

NHS (including the on-site GP Surgery)

Funding Provider

DSA Non-Medical Help provider

Educational Psychologist

Runnymede Borough Council

Private housing providers

Please choose one of the three following options:

I hereby give Student Advisory & Wellbeing staff **full disclosure** to process and share relevant information on a 'need to know' basis within the university and to relevant external third parties.

OR

I hereby give Student Advisory & Wellbeing staff **restricted disclosure** to process and share relevant information on a 'need to know' basis.

I do not give consent to the sharing of my information on a 'need to know' basis with the following university departments and / or external third parties:

Please specify:

OR

I do not give consent for Student Advisory & Wellbeing to share my information.

Please note that not giving consent or selecting restricted disclosure may limit the support that the university can provide.



Section C: Parent(s) / Guardian / Supporter

If you would like to give consent for SA&W to have contact with a parent, guardian or supporter please tick and complete the following:

First Name

Last name

Telephone

Relationship

Email

We recognise there are occasions where students can be estranged from their family or supporters. If there are specific circumstances you would like us to be aware of to ensure heightened awareness within key services please detail those here or alert us at supportingyou@royalholloway.ac.uk.

Section D: Declaration

I have read and understood the guidance notes.

I give consent for Student Advisory & Wellbeing and other University staff to contact me for marketing purposes by a variety of means including telephone, email and post.

Signature:

Date:



STUDENT CONSENT – GUIDANCE

Definition of terms:

| | |
|------------------------------|---|
| Student: | All prospective, current and alumni students |
| Disclosure | Share your information |
| Information: | Any data Student Advisory & Wellbeing has recorded about your circumstances and support requirements |
| Need to know | Defined as sharing sufficient information in order to provide support effectively and with people who are involved in that process |
| Student Advisory & Wellbeing | Includes Clinical Mental Health & Wellbeing, Disability & Dyslexia Services, Financial Wellbeing, International Student Support, Multifaith Chaplaincy, Student Counselling and Student Wellbeing |
| External third parties | Organisations outside of the university |
| University departments | Any university staff outside of Student Advisory & Wellbeing in either academic departments or professional services. |

1. Student Advisory & Wellbeing provides a discreet service to students, which means that information about a student is not shared with other university departments or external third parties without the consent of the student.
2. The consent form is a record of who you have or have not given your consent for Student Advisory & Wellbeing staff to discuss your case with and, where appropriate, share relevant information. Circumstances where information may be shared may include (but not exclusively) extenuating circumstances, and formal or informal interdepartmental meetings. Information may be shared using College systems e.g. Banner, Dashboard, Moodle, Campus Connect.
3. This consent remains in place for the duration of your studies unless you choose to withdraw it.
4. **How long will my information be held?** Student Advisory & Wellbeing will keep your information for a period of six years following your course end date, after this it will be disposed of securely.
5. **How will this information be stored?** Your information will be stored securely in an electronic file and / or the University's electronic databases.
6. **Will information be shared without my consent?** Student Advisory & Wellbeing may, in exceptional circumstances, have to share information without your consent. Any decision to break confidentiality would be made by the Head of Student Advisory & Wellbeing (or a delegated nominee in their absence). In addition, information may be disclosed where Student Advisory & Wellbeing staff would be liable to a civil or criminal court procedure if the information were not disclosed. Instances where we may be required to break confidentiality are:
 - *A student is considered to be at risk of harming themselves or others;*
 - *If there is a legal requirement to do so;*
 - *If there is a potential fitness to practice concern (for students on a professional course).*
 - *Upon consideration of Support to Study or Support to Reside.*
7. As part of the team's quality assurance procedures, from time-to-time files may be audited by a relevant external organisation that maintains strict confidentiality practices.
8. You should be aware that, if you have reason to submit a complaint about Student Advisory & Wellbeing, or if the contact you have had with the team is referred to in a complaint you submit about a different area of the University, your file and / or personal details may be reviewed by the Head of Student Advisory & Wellbeing (or a delegated nominee in their absence). It may then be necessary for details of your case to be disclosed to other staff within and outside of the University for the purpose of defending or resolving the complaint. If possible, the team will inform you of this.