

## ENSA CONFIDENTIALITY POLICY

ENSA Advice is committed to providing a confidential service to students. This policy will be reviewed annually and is available on ENSA Website.

### 1. -Confidentiality rules

1.a ENSA Advice employees will not confirm a student's attendance to the service to a third party, including the university, without their explicit consent to do so, except within the exceptions specified under 2. *Breaching Confidentiality*. Additionally, no personal information or details of any matter you discuss with our advisers will be released to any third party.

1.b On some occasions, ENSA Advice may have to contact the University, or an external organisation, and share personal information in order to progress your case. We will seek your explicit written consent before doing so. When we may need to work with the University, we will ask that you confirm with your adviser the action(s) you wish them to take. When we may need to work with any other organisation, we will ask that you complete, sign and return ENSA Information Sharing form to your adviser.

Only details essential to progressing a case will be shared, and only relevant departments will be contacted. Advisers will always keep students informed about the actions they are taking on their behalf.

1.c. Students have the right to withdraw the above consent to data sharing at any time by informing us via email.

1.d. When students request that no contact be made with certain parties this will be recorded and adhered to.

1.e. Students will be offered a confidential interview space online, over the phone or in person.

1.f ENSA Advice employees may discuss cases between themselves but will ensure that no discussion which could identify students take place outside of the service. All statistical recording shall be anonymous.

1.g Case files including case notes, copies of correspondence and any relevant documents will be held electronically in password protected computer system. We maintain case notes and information on Blue Door, a secure online casework recording system.

1.h Documentation will be kept secured for a maximum of six years after which time it will be destroyed using appropriate procedures in line with data protection legislation.

1.i By default, ENSA Advice will contact students on their ENU email account. Alternative ways of communication may be discussed and agreed with between the adviser and the student.

### 2. Breaching Confidentiality

ENSA Advice may need to breach confidentiality and contact a third party without the student's consent in the following circumstances:

1. Conflict of Interest - Where ENSA identifies a potential conflict of interest which necessitates informing one party that we can no longer act on their behalf this may draw attention to the fact that we are already acting on behalf of another party. In these



circumstances the compromised party will be informed of the breach and no further action will be disclosed.

2. Where required to by Act of Parliament.

3. Where required to by order of a Court of Law.

4. Where an adviser believes there is a serious risk of harm, either of the student or another person.

Where an adviser believes that there may be a need to breach confidentiality deliberately, they should take the necessary steps without seeking the student's consent. When practicable, ENSA Advisers will inform the student of steps they are taking. They may raise the matter with ENSA Advice Team Leader, ENSA CEO or their Deputy and any relevant department within ENU

### **Awareness of Policy**

All members of staff ENSA Advice will be made aware of this policy through their induction and training. All ENSA Employees who may encounter confidential information will be required to be aware of the policy.

Policy Adopted January 2023

