


Operating Procedures

	Title: Accommodation Confidentiality Policy Approved By: S Bray and P Tierney Date: 09 September 09	Procedure No: 150 Pages: 2 Issue No : 1 Date: 09 September 09
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1. Objectives

To ensure sensitive information related to residential students is appropriately managed

2. Reasons for Issue Change

NA

3. Responsibilities

All Accommodation Office staff
Staff Wardens
Student Hall Reps
Caretakers
Security

4. Reference Document

None

5. Procedure

University of Chichester Accommodation Office 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.

Whilst staff and agents of the University of Chichester have a duty of confidentiality under the Data Protection Act 1998, this confidentiality is limited by the duty of care we have to our students and staff. The duty of care takes precedence where there are serious concerns about the individual's mental or physical health or for the safety of others exposed to serious risks from that person.

Subject to what follows, no information regarding a student shall be given directly or indirectly to a third party who is not a member of Accommodation Office staff or agent, without that client's expressed consent. 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. The Director of Business Services may, however, decide that information should be disclosed without the client's consent if, in the judgment, there is a risk of immediate physical danger to the student or others.

The University of Chichester recognises that information may need to be shared when Accommodation Office 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.

It is the responsibility of the Accommodation Office 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 Accommodation Office staff to ensure that all individual case records are locked securely at the end of each working day. This includes note-books, copies of correspondence and any other sources of information. It is also their responsibility to ensure that all computer records are held secure and are appropriately protected. If Accommodation Office staff wish to correspond with clients, they are responsible for confirming that it is acceptable to call or write to them at home in relation to their case. All staff must ensure they make no reference to the purpose of their call when making telephone contact through third parties. All details of expressed consent must be recorded on file.