

CONFIDENTIALITY & DATA PROTECTION

This leaflet outlines our responsibilities and practices regarding information on clients and explains our policies on confidentiality and data protection.

Confidentiality

Student Services Staff will not pass on any personal information about you **except** in the following circumstances:

- **Where the member of staff has your express consent to disclose the information.**
- **Where the member of staff would be liable to civil or criminal court**

procedure if the information was not disclosed.

- **Where the member of staff believes the client or a third party is in serious danger.**

In any of these circumstances, Student Services will normally encourage you to pass on the information yourself to the relevant agency/person.

Liaison/Correspondence

With your express permission it may be appropriate for Student Services to contact a third party – for example a tutor or G.P. Should you agree that it is in your interest for a letter to be sent to e.g. a tutor, you will be able to read this before it is sent, wherever

possible, and agree its content.

Record Keeping and Data Protection

It is essential that Student Services are able to keep records and at your first appointment you will be asked to complete a Student Record Form. The information gathered will be used to contact you and will also be used for statistical purposes.

Counselling

The Counsellor works in accordance with the British Association of Counselling and Psychotherapy's Ethical Framework for Good Practice.

Counselling Supervision

In line with professional requirements the Counsellor may discuss Counselling sessions with their external supervisor. In this process your identity is not revealed. The purpose of supervision is to help the Counsellor reflect on their work.

Counselling Notes

During your session the Counsellor may take notes on key issues and points of concern. These notes are kept separate from identity records and your main record and from those kept by Registration.

Access to Notes

Under the Data Protection Act, you have the right of access to any files kept on you. If these notes contain references to or letters from other individuals these may not be accessed by you, as protection is also granted to third parties.

In order to view your file, you must apply in writing giving 2 weeks notice and a contact telephone number.

You may be charged a small fee for this service to cover administration costs.

Security

All files are kept securely within Student Services.

In line with legal requirements, your file will be kept for 5 years and then destroyed by shredding.

Queries

Should you have any queries, please do not hesitate to contact the office.

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