



Queen Margaret University
EDINBURGH

Student Services Confidentiality and Information Sharing Protocol

Student Services at Queen Margaret University is made up of the following services: Careers and Employability, Student Funding, Disability, Wellbeing and Counselling.

Within Student Services we are sharing information in order to deliver services and support to students effectively. Staff within Student Services may share information about individual students with each other, with the intention of supporting the student effectively, resolving any issue that the student has raised or respond to concerns regarding a student's welfare. Considerations are always taken regarding what is appropriate and relevant to share such as: name and contact details, what service the student has been engaging with and basic information to help us provide the best service to the student.

In situations where we are concerned about a student's welfare, we might extend confidentiality to your PAT and Programme Leader as well as in certain circumstances where there are serious concerns about your health with your GP and next of Kin.

For those eligible for NMPH (non-medical personal help), personal details such as name, matriculation number, course, contact details, detail of supports may be shared with an external support provider.

There are some circumstances where we have to disclose information without your consent such as; if there is a requirement in law to disclose; or if it is considered that there is substantial risk of harm to you, or a third party if information is not disclosed.

The information that you share within Student Services will be treated confidentially and held by the University in accordance with the Data Protection Act 2018, General Data Protection Regulations 2018 and Queen Margaret University Data Protection Policy and Student Privacy Statement.

Students have the right to withdraw consent for us to record, store and use their information. If a student chose to withhold consent it may not be possible to provide them with some forms of support.

Students have the right to access information that Student Services have on record. They can do so by filing a Subject Access Request.

If you have any concerns about how your information is being shared, please contact student services. studentservices@qmu.ac.uk.