DSU Advice Confidentiality Policy

DSU Advice will treat all information that a student tells us in the strictest confidence. Unless students gives us permission to do so, we will not reveal any details of your enquiry to anybody outside the centre.

This means we won’t speak to any third party and this includes, the University, parents or guardians, or anybody else without obtaining your express permission first in writing.

The Advice Quality Standard (AQS) auditor or the Office of Immigration Services Commission (OISC) may visit us for audit purposes and may wish to inspect your case file as part of auditing.

You have the right to opt out of this audit process and if you wish to do this, your adviser will be able to ensure that your file is not included in the event of such an audit.

There may be occasions when DSU Advice will deviate from the general principle of confidentiality in exceptional circumstances as follows:

* When not to do so would be breaking the law
* If a student is deemed to be an immediate danger to themselves or others / is in immediate danger
* If we are legally bound to disclose information under the Prevention of Terrorism Act
* If we are subpoenaed to do so by the police.
* Where a child protection issue arises.

In such an instance, this must be brought to the attention of the Advice Manager for a final decision.

Last Reviewed: **April 2017**