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| Student Wellbeing ServiceInformation and Confidentiality Statement |
| The Student Wellbeing Service provides confidential short term individual counselling (up to 6 sessions) and mental health advice by a team of professional Counsellors and Wellbeing Advisors. Access to the Student Wellbeing service is by student self-referral. Counsellors abide by the British Association for Counselling ‘Ethical Framework for Good Practice in Counselling and Psychotherapy’. ([www.bacp.co.uk/ethical\_framework](http://www.bacp.co.uk/ethical_framework))**Missed appointments and short notice cancellations**Please arrive on time and provide as much notice as possible if you need to cancel an appointment. Missed appointments and cancellations may lead to us needing to postpone or end your support.**Confidentiality and information sharing**The content of your appointments is confidential to the Student Wellbeing Service. In line with their professional requirements, practitioners may discuss their work with a clinical supervisor external to the Service. The purpose of clinical supervision is to help the practitioner to reflect on their work. We would only disclose your personal information, without your consent, under the following circumstances: 1. If we have good reason to believe that you or someone else may be at serious risk of harm
2. We may be legally bound to disclose personal information on certain occasions e.g. under a Court Order, as part of safeguarding responsibilities and prevention of terrorism.

**Complaints** If you are dissatisfied with any aspect of the Service, we encourage you to discuss this in the first instance with the practitioner you have met with. You can also contact the Service Leads at servicelead.studentwellbeing@bournemouth.ac.uk or 01202 965020. Hopefully the complaint can be resolved satisfactorily at this level. However, if you are still dissatisfied, you have the option of pursuing this further via the University Complaints procedure.**Privacy and Record Keeping** To provide you with a professional service, the Student Wellbeing Service will keep a record of our communications and appointments with you. Our records will comprise the personal data that you provide to us in the self-referral form and any subsequent questionnaires, and notes made by our staff. Data will be held securely in line with BU record keeping procedures and data protection laws. The lawful basis for the processing of your personal data by the Student Wellbeing Service is UK GDPR Article6(1)(e) – ‘processing is necessary for the performance of a task carried out in the public interest’ by the University, as part of its duty to protect the health, safety and wellbeing of its students. In addition, where the data processed may be considered special category data, the legal basis for processing is UK GDPR Article 9(2)(h) – ‘processing is necessary for the purposes of.. the provision of health or social care or treatment..’. |