



Bristol SU Academic Advice - Confidentiality statement

We want all students who use our services to feel comfortable talking to us. To achieve this, all aspects of our service (including the fact that a student has come to us for advice or support) should remain confidential.

The general rule

When we refer to information being treated confidentially, we mean that we will not disclose personal information, or information which is given to us, to any third party without explicit written or verbal consent, unless there is a risk of immediate harm to you or someone else.

Who is a “third party”?

In the context of advice, a “third party” means any person or organisation outside the Academic Advice team and its managers.

If it is appropriate, and written consent is given to do so, we can liaise with family, friends and partners about individual cases.

As part of our Advice Quality Standard (AQS) accreditation we are audited every two years by a representative from Recognising Excellence to ensure our service delivery meets the required standard. When you contact us we will ask whether you consent to having your case file included for selection and inspection in the audit and will only include it with your explicit consent.

When we will disclose information about you

We will only disclose information to a third party in three specific circumstances:

1. If you ask us to. We may require signed consent to do so.
2. When we are required to do so by law.
3. When we feel that an individual may be a risk to themselves or another person.

Your information

We use information such as course, faculty and fee status to enable us to provide accurate and appropriate advice. All personal and case information is stored in a secure case management system which is only accessible by the Academic Advice Advisers and the service managers.

During the AQS audit files are retrieved by an Adviser to be viewed by the auditor under their supervision.

The data is kept for 6 years, in line with Advice UK standards, and then deleted. If you would like your details to be deleted, you can request this at any time.

We also use anonymised data about students and their cases for reporting purposes, for example, our annual report. Further details about the information we hold and how it is used are set out in the [Bristol SU Privacy Policy](#).