

## Data Protection and Confidentiality Policy (Please read and complete)



### Data Protection Policy

- This data protection policy sets out how Optimum Student Support uses and protects any information that you give Optimum Student Support. Optimum Student Support is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy statement.

Optimum Student Support may change this policy from time to time by updating this policy.

### What we collect

We may collect the following information:

- Name and university course
- Contact information including email address
- Details about your disability
- Demographic information such as postcode, preferences and interests
- Other information relevant to student surveys and student feedback

### What we do with the Information

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- To inform relevant university staff, as appropriate, to ensure that appropriate support, provisions and adjustments can be put in place. This may include exams department, your disability advisor, teaching staff, and staff in other support services including halls staff (if you live in university accommodation).
- This may also include Optimum support worker - specialist mentoring, 1:1 study skills tuition or note-taking assistance, where these services have been approved and suggested for you
- If there is a concern over safety, of yourself or others
- To speak with parents/guardians/other emergency contacts as provided about your disability and support needs if necessary
- Internal record keeping
- Service improvement
- Security

Optimum Student Support is committed to ensuring that your information is secure. In order to prevent unauthorised access on our IT systems and our NMH software or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect. We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

If you believe that any information being held on you is incorrect or incomplete, please contact Optimum Student Support as soon as possible.

## **Confidentiality Policy**

In accordance with the Equality Act (2010) and the Data Protection Act (2018), Optimum Student Support are required to give due regard to any requests for confidentiality concerning your disability and when considering your request, we need to make sure that you have sufficient understanding of the nature and effect of your request.

Sharing details about your disability (limited to what we reasonably consider necessary) with our support workers and to individuals outside of Optimum Student Support helps us to support you. This will only be done where we consider it to be necessary and on a limited need- to-know basis, and any such disclosures will be treated in the strictest confidence.

There are occasions where we may need to share information about your disability without your consent. They are as follows:

- Where we do not consider that you have sufficient understanding of the nature and effect of your request for confidentiality
- Where maintaining confidentiality will pose a risk of serious harm to you or others
- In an emergency situation
- Where we are required by law to disclose information.

Please read the below statements carefully and if you would prefer for your information to remain confidential to Optimum Student Support, please indicate this below.

If you do ask for confidentiality, we may not be able to support you as fully as we would like and our support workers and colleagues across the university will make decisions without the benefit of all the relevant information relating to you and your disability.

**Please carefully read the text overleaf before signing.**



Your name:

University:

Student No:

**Please check as appropriate**

I agree that information about my disability and needs may be disclosed and passed on to relevant Optimum support workers and university staff, as appropriate, to ensure that appropriate support, provisions and adjustments can be put in place.

This may include exams department, your school disability representative, teaching staff, and staff in other support services including halls staff (if you live in university accommodation). This may also include our specialist mentoring, 1:1 study skills tuition or note-taking assistance, where these services have been approved and suggested for you.

**OR**

I do **NOT** consent to information about my disability and needs being shared. I would like this information to remain confidential to Optimum Student Support. I am aware that this may prevent or limit Optimum Student Support putting in place measures and adjustments to support me.

I understand that in situations where I am deemed to be at risk of serious harm, in other emergency situations or where Optimum Student Support is required to share information by law, limited information may need to be shared to individuals outside of Optimum Student Support.

**DSA Consent to share**

In addition to the normal data processing carried out by Optimum Student Support Ltd ("the provider") the transfer of a copy of your DSA 2 letter, study workplan, or other relevant information contained within your student record, to the Disabled Students Allowance Quality Assurance Group ("the Auditor") may be required so that the Auditor can audit the provider's internal processes for dealing with the delivery of non-medical help support. These audits play an important part of ensuring that the provider is complying with all relevant legislation, internal and external guidance. Such compliance is vital to the provider, so it can properly assess the delivery of this support.

The information that the provider is proposing to transfer to the Auditor is a copy of your DSA2 letter, study workplan, or other relevant information contained within your student record. As you will be aware, this includes the following Personal Data about you:

- identity and age;
- Type of support awarded

- Timesheets confirming delivery of support
- Communications between you and the provider
- higher education institution and course information.

The Centre is also proposing to transfer information which could be classified as sensitive personal data under the General Data Protection Regulations, including:

- the fact that you receive a disability allowance;
- letter of award of support;
- Timesheets which indicate the type of support being delivered

As the proposed transfer includes sensitive personal data (in this instance, health information about you), **we require your consent before we are legally permitted to provide the Auditor with your sensitive personal data (but not other types of personal data), if selected as a student sample.**

The personal data provided to the Auditor would only be processed for the specific purpose of carrying out the audit of the provider. The data would not be retained by the Auditor once the audit of the provider had been completed and accredited by DSA-QAG. This consent will be held by the provider for the duration of the audit process, alongside any other forms of consent you have provided to the provider in relation to other current data processing activities carried out by the provider in relation to your personal and sensitive personal data.

You are free to refuse to give your consent or to later withdraw your consent. Any refusal or withdrawal of consent will not affect any element of any service provided to you by the provider.

By accepting this policy, you are giving your consent to the transfer of your sensitive personal data set out below from the Provider to the Auditor and to the processing of this data by the Auditor for the purpose described above.

You consent to the transfer of the following types of personal data about yourself:

- the fact that you receive a disability allowance;
- letter of award of support;
- Timesheets which indicate the type of support being delivered

**Check to consent to share and accept policy**

**NAME:**

**DATE:**