

Student Wellbeing Service Confidentiality Policy

SWS Confidentiality Policy

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The Student Wellbeing Service Confidentiality Policy

The Student Wellbeing Service (SWS) sits within the ARD (Academic Registrar's Division) and is part of SSC (Student Services Centre).

LSE's Student Wellbeing Service has a firm commitment to confidentiality and data protection. This commitment is in line with LSE's Privacy Notice for Students and Prospective Students [Student-Privacy-Notice-v1.8.docx](#)

This confidentiality policy applies to:

- SWS Admin (Admin)
- The Wellbeing Team (WB)
- The Disability and Mental Health Service (DMHS)
- The Student Counselling Service (SCS)

This policy relates to the Student Wellbeing Service and any information we receive about your disability, your mental health or wellbeing, and any information shared with the Admin, Wellbeing, Disability and Mental Health and Counselling Services.

Where personal information is sent to other academic departments and services, it should be noted that they may have their own policy and will ask for your consent to use information about you.

To the extent permitted by and in accordance with the law, any information that you disclose relating to us will be treated as confidential and processed strictly in accordance with the provisions of the General Data Protection Regulation 2018 (GDPR), the Data Protection Act 2018 and the School's Data Protection Policy - [datProPol.pdf](#)

Sharing your information

Sharing information across SWS

The Student Wellbeing Service operates a team approach in order to provide the best quality services to our clients. Where necessary, staff from the one service will liaise with other members of staff in order to work out the best course of action. All information that is supplied to the teams and/or received by the teams relating to students is regarded as confidential and is kept securely in accordance with the provisions of the UK General Data Protection Regulation 2018 (GDPR), the Data Protection Act 2018 and LSE's Student Privacy Notice.

The Student Wellbeing Service keeps brief electronic notes on the content of each student appointment. These notes are confidential to Student Wellbeing Services and are used to record themes and key details from each session. Where necessary, staff from the one service may need to liaise with other practitioners within the Team in order to work out the best available support options. These discussions are specific and limited.

Sharing information outside of SWS

Any information you provide to us, whether in writing or verbally with a member of staff, will only be shared outside of our service in situations where a member of staff is concerned about your

wellbeing, believes there is a danger of harm to yourself or others, or where necessary for the detection and/or prevention of serious crime.

Where possible we will seek your consent to share information outside of SWS. There may be exceptional circumstances where the Service will have to disclose information to persons outside the Service without your specific consent. This information will be shared on a need-to-know basis.

These exceptional circumstances may include:

- Concerns regarding your wellbeing
- Situations where staff reasonably believe that there is a serious risk of harm to you or others
- circumstances where staff are obliged by law to supply information to certain authorities or persons, e.g. the Police.

Information may be shared on a need-to-know basis with the following parties (please note this list is not exhaustive):

- Your GP
- The LSE warden team (if you are in Halls)
- Your Emergency Contact
- Your external clinical support service, such as Crisis Team, Community Mental Health Team, Psychiatrist etc.

In exceptional cases, SWS will arrange a case review meeting with staff outside SWS. The purpose of the case review meeting is to establish what support might be needed to discuss options, including Fitness to Study. When we arrange a case review meeting, we may invite the following parties (please note this list is not exhaustive):

- Halls of residence – where you are a resident in an LSE Hall of residence and there are concerns regarding behaviour or safety in halls.
- Departmental colleagues with a responsibility for pastoral or welfare concerns, where there are concerns around behaviour or safety in academic departments. This may include Academic Mentors, DSSAs, Departmental Tutors and others.
- Student Advice and Engagement colleagues.

Supervision

SWS Advisers and counsellors are provided with access to supervision. The purpose of supervision is to offer support and reflect on their work with students with an experienced and appropriately qualified supervisor. Some supervisors will be external. All supervisors will be governed by the same principles and expectations regarding confidentiality.

Disability and Mental Health Service (DMHS)

For the purposes of this policy, information about your disability includes information about the nature and existence of your disability, medical or mental health conditions or temporary illnesses, which may have an impact on your studies at the School.

Disability declarations

Under the Equality Act (2010) the School is deemed to know of a student's disability if the student makes this known to any member of the School. At the same time, the School recognises that a student has a right to confidentiality under GDPR and the Data Protection Act. The SWS admin, counselling and wellbeing services will pass on relevant information to the Disability and Mental Health Service (DMHS). On behalf of the School, DMHS will facilitate reasonable adjustments under the Equality Act (2010). Apart from in the exceptional circumstances outlined above, no information about a student's disability or diagnosis will be passed on to any other member of the School without the explicit consent of the student.

At LSE we actively encourage individuals to let us know about any reasonable adjustments we may make in order to support disabled students as effectively as possible. There are a number of stages at which you may be given the opportunity to disclose the existence and/or nature of a disability, such as:

- Contacting the School for information before applying
- Arranging an informal visit
- Attending Widening Participation events
- Completing UCAS or other application forms
- During enrolment at your academic department
- Applying for accommodation
- Corresponding with your funding body
- Contacting the Exams Office
- Contacting the International Students Visa Advice Team
- Contacting the Student Services Centre
- Contacting the PhD Academy
- Contacting your academic department
- Meeting an Academic Adviser or Supervisor
- Arranging work placements or field trips
- Using the Careers Service
- Completing an Access to Service form with our service (SWS)

It is important to remember that, without your consent, information about your disability will not be passed on. It is your responsibility to decide what LSE knows about your disability, but without full information it may be difficult, or impossible, to implement support. There may be additional requirements specific to your individual needs which we will need to know in order to be of most help to you. LSE staff will make arrangements for support to be put in place for disabled students, but only when they get the information necessary to do so. If consent is provided, the information will be shared with staff to ensure you are fully supported.

DMHS sharing information

The Disability and Mental Health Service can provide support and advice to disabled students by liaising with your funding body to help with your application, to organise support strategies and to assist with a needs assessment. Listed below are details regarding information that may be needed and examples of how this information may be used in order to support you effectively:

1. Medical evidence, a Diagnostic Assessment Report for a Specific Learning Difficulty, such as dyslexia, or other proof of disability may be copied and sent
 - a. To your funding body (home students only) to assist in your application for the Disabled Students' Allowance (DSA).

- b. To support an application for examination arrangements.
 - c. When eligibility has been established for the DSA, an additional copy may be sent to the Assessment Centre where you will have a needs assessment.
 - d. To arrange appropriate packages of support for international students who are not eligible for DSA.
 - e. We will encourage students to take their information, if necessary, to the LSE Accommodation Office, their GP, if appropriate, and Student Counselling Service and Student Services Centre. At times, however, it may be easier for us to copy and send the appropriate documentation through to these departments.
2. Course details and academic records
- a. If relevant, the Assessment Centre designated to make your needs assessment will need these to provide an accurate assessment of your study and technological needs.
3. Previous or current needs assessment report
- a. This information is held by the Disability and Wellbeing Service to provide advice and support on study aids and strategies. We may forward relevant sections of this to appropriate personnel in your Department to ensure support is provided if so required.
 - b. A copy is also sent to your funding body to ensure funding is provided.
 - c. Relevant sections may also be sent to other academic services in line with recommendations made in the report.
4. Correspondence with disability-related funding body may be forwarded
- a. To the Assessment Centre to show agreement to funding.
 - b. To your Department to inform of any financial arrangements that are specified by the funding body, i.e. the use of paid support staff such as a Communication Support Worker.
5. Application for Individual Examination Arrangements
- a. May be discussed with the Individual Exam Adjustments Panel.
6. Personal details (including contact details)
- a. It is our policy to empower students to contact relevant internal and external services themselves. Information relating to a student will not be disclosed to parents/guardians/relatives without the express permission of the student. If parents, guardians or relatives contact us to discuss an individual's disability and support needs, we will not contact directly that individual to offer support; students are encouraged to contact us themselves, in complete confidence.

My Adjustments (MA)

Once we have all the relevant information and evidence, you will have a meeting with a Disability Adviser or Mental Health Adviser who will work with you to create a My Adjustment (MA) listing your individual support arrangements. You can decide how much detail you wish to have on this

regarding the existence and nature of your disability. For example, you may wish to disclose only that you have a disability and how it impacts your ability to engage with your course, rather than the nature of the disability itself. If you have questions about what to include, please discuss with your adviser.

You will then be asked to approve the MA and it will be sent to staff to implement. This will include a named Departmental Circulator in your department who will then share with your teachers and your Academic Mentor. Because of the fluidity of School staff, it may be that some are not aware. In this case, you should notify your Departmental Circulator (visible on the digital copy of your MA), to ensure they distribute your MA to the relevant people.

Student Counselling Service (SCS)

SCS and confidentiality

The Student Counselling Service prioritises the confidentiality and privacy of students using the service. Counsellors owe a duty of confidence to their clients due to the special nature of the therapeutic relationship. Maintaining trust and the privacy of personal information is a fundamental expectation for clients. This policy outlines the arrangements for storage, management, and access to client information. It adheres to the Ethical Framework of the British Association for Counselling and Psychotherapy (www.bacp.co.uk) and complies with the requirements of the GDPR and the Data Protection Act.

SCS Records

The counselling service keeps brief notes on the content of each counselling session. These notes are confidential to the service and are used to record themes and details from each session. They are a subjective record of counselling sessions and are used to log significant information as well as assist counsellors in their thinking about their work with each client.

Provision of Written Information by SCS

Occasionally a student may request a counsellor to provide written information to other members of the University. For example, sometimes it is helpful to liaise with members of staff, such as an academic adviser or the Student Services Centre. Such letters or emails will only be written with the student's consent and can be shared with the student, according to their wishes.

SCS Supervision

In line with professional standards, counsellors discuss their work with qualified external supervisors. This process is essential for reflecting on practice and maintaining quality. Client identities are never disclosed during supervision, ensuring confidentiality is upheld. For further information see www.bacp.co.uk.

Access to SCS Records

If a student wishes to have a copy of information stored about them, it is recommended that they discuss this with the counsellor they have been seeing. Alternatively, requests should be put in

writing to the Deputy Head of Student Services (Wellbeing). The Service will reply to such requests within one month. The counselling service will not provide access to client records if requested by other parties, unless this is with the explicit written consent of the client, or unless directed by a court order. Any other request for copies of the counsellor's notes will be refused.

Original records are never provided, even with consent. Copies may be supplied where appropriate, excluding information related to third parties. Counsellors' notes will be stored for a period of seven years following the student leaving the School. Thereafter, the notes will be destroyed within a secure and confidential process.

Wellbeing Service

The Wellbeing Service keeps brief electronic notes for each Wellbeing Appointment. These notes are confidential to Student Wellbeing Services.

Audit and Evaluation Data

As a service, we record general information about the usage of our service. This statistical information allows the service to maintain an overall picture of service activity, such as the number of appointments made and kept each month, the ratio of Undergraduate and Postgraduate users, and very broad categories listing the reason for seeking counselling and the wellbeing service as well as disability codes. There is no link in this data with any material relating to the content of counselling or wellbeing sessions.

The service also collects evaluation data from students, using electronic evaluation forms. No evaluation information supplied by any individual student can be linked up to their personal notes, and neither will it be disseminated in any form that could possibly identify the student. Data from both the audit and evaluation programmes may be circulated across the School and in other public documents, such as annual reports.

In line with legal requirements, information will be kept for a period of seven years following a student leaving the School. After this time all notes are destroyed.

If you have any questions about this policy or you wish to discuss these issues further please contact us on disability-wellbeing@lse.ac.uk.

Publicity

This Policy is freely available to any student, member of staff or the public. It will also be made available as a link through the website for the LSE Student Wellbeing Service.

Storing and accessing information

If you wish to access information held by the Student Wellbeing Service, please refer to the procedure for submitting subject access requests under the GDPR.

<https://info.lse.ac.uk/staff/divisions/Secretarys-Division/Information-Rights-and-Management/Data-Protection>

Accessing your personal information

You have the right to see information stored about you. The only exception is if disclosure of information would be likely to cause serious harm to the physical or mental health or condition of the student or if the notes contain third party information.

If you wish to access information held by the Student Wellbeing Service, please refer to the procedure for submitting subject access requests under the GDPR.

<https://info.lse.ac.uk/staff/divisions/Secretarys-Division/Information-Rights-and-Management/Data-Protection>