

Counselling service confidentiality statement

The counselling service is confidential, and we will not discuss anything about you outside of the Counselling and Wellbeing Team without your explicit agreement, except in exceptional circumstances. For example, we would have a duty to inform your GP if we were concerned that there was a serious risk of harm to yourself or others.

Confidentiality is a most important part of this service, and the service subscribes to the ethical framework of the [BACP](#) (British Association for Counselling and Psychotherapy). To read the service confidentiality policy click [here](#) (PDF); this provides detailed information on confidentiality and data protection procedures.

The service stores data in accordance with the Data Protection Act. Counsellors keep their own records of their work, and these notes are held securely and confidentially for six years, after which they are destroyed. These records do not form part of any other record system within the university. The service also stores basic information about each student on a secure and confidential database, which is also kept separate to any other student record system. This information is used to compile aggregate data and monitor the service as a whole. No information that can be traced back to individuals will be released by the counselling service.