

Confidentiality Policy

Our Confidentiality Statement

The following "Confidentiality Statement" summarises our position:

"ILC offers confidential help and advice to students. This means that subject to the exceptions outlined below, nothing learned by ILC from students seeking advice (including the fact of their visit/call) will be passed to anyone outside the Service without the student's permission."

What Do We Mean by Confidentiality?

An approach for advice is to ILC rather than an individual Member. In order to give you the best possible advice a Member may wish to discuss your case with another Member. Usually, your permission will be sought beforehand. Discussing cases with other Members does not therefore breach our confidentiality policy.

When Might Confidentiality Be Broken?

This is only likely to happen in very exceptional circumstances. For example, if we believe that serious harm might occur to you or other people or where we are legally obliged to disclose information - such as when a witness summons is issued. Wherever possible we would try to contact you to discuss things and to make you aware of what is happening before breaking confidentiality.

You're Right to Privacy

When you approach the Member you do not have to give us your name or disclose other details such as your department of study if you do not want to. You have the right to remain anonymous.

Details about you and your circumstances will not be discussed in public places where they may be overheard. We appreciate that our reception area is open and if you are concerned about disclosing information in our reception area please ask to speak to someone in private.

After you have seen a Member brief notes will be kept about your meeting. The notes are kept for reference purposes only and to ensure that the information you have been given is accurate. If you disclose something to a Member but don't wish this to be recorded you can request that it is not. Case notes are kept in a safe and secure place, accessible only to authorised staff in the Centre.

Student Rights:

You have a right to access your case notes subject to the provisions of the Data Protection act 1998.