

Confidentiality Statement

Introduction

Bolton SU (“we”, “our” or “us”) are committed to providing a confidential Advice Service and believes our clients’ (“you”, “your”, “students”) deserve the right to confidentiality; to protect your interests and to safeguard our services. We want you to be able to access our service confident that no other person or will know that you have used our services without your consent.

How do we stay confidential?

The Advice Service operates independently from the University of Bolton (“University”) and any other external organisation. Your details, or any information which could identify you, will not be released to any member of University staff, or to any other organisation or individual without your express written permission.

We will ensure that all students are seen in an appropriate, and wherever possible, a private interview space. Except for the protection of your vital interests (where there is a risk to your life), we will not confirm your presence in the Advice Centre (or any other outreach facility), or use of our Advice Service to any third parties without obtaining your consent.

What legislation do we abide by?

We are compliant with our legal and statutory requirements and in specific cases our obligations supersede our confidentiality procedures.

General Data Protection Regulations

Your privacy is of utmost importance to us and we take data protection very seriously. We’ve created a student data protection statement to detail how we protect your rights and ensure your personal information is fairly and lawfully processed. Disclosure of your personal information to third party organisations and individuals is only undertaken when we have received written explicit consent from yourself or where we are required by law to do so. Full information on how we process your data can be found in the Student Data Protection Statement at www.boltonsu.com

Prevention of Terrorism Act 1989

You have no duty to disclose any criminal offence to us however if a criminal offence is declared and the information given may help to prevent acts of terrorism or apprehend a terrorist we are required to disclose this information to the relevant authorities. We will not inform you if we release this information.