

Student Funding Office Confidentiality Statement

The Student Funding Office is part of the Academic Office of the University and offers advice and guidance to students, parents and other interested parties on all aspects of student finance and funding. In addition the Student Funding Office administers the Warwick Undergraduate Aid Programme and the University's hardship funds, including the Access to Learning Fund.

The Student Funding Office offers confidentiality to all clients. Students will not be asked to state the nature of their enquiry whether making an appointment at the Student Funding Office or contacting the service in an open environment.

All hardship fund assessment interviews will be held in visual and aural privacy, Referrals to other services forming part of the University's welfare network, e.g. Senior Tutor, Students' Union Advice and Welfare Service, Counselling Service, will only be made with the knowledge and consent of the client.

Authorisation will be obtained from the student and documented before any information is passed to a third party outside of the Academic Office.

The only circumstances in which a breach of confidentiality may be justified are:

- When there is a danger or threat of harm to the client or others.
- When fraudulent practice is suspected.
- Where a Student Funding Adviser would be liable to civil or criminal court procedure if the information was not disclosed.
- Where Student Funding Office staff need to consult other University departments to obtain further information relating to a hardship fund application or debt to the University.

It is usual practice for the Student Funding Office to keep records on students and their applications and enquiries. Notes will vary in length and detail and points of concern are recorded. Reports of hardship fund assessment interviews will show how award recommendations have been calculated. All notes and records are kept securely locked within the Student Funding Office.

Paper records will be kept until a student has successfully completed his/her course and has been awarded the academic qualification sought, or until a student is permanently withdrawn (other than permanently withdrawn in debt). The information held will then be transferred to the University's electronic document management system and the paper records shredded.

Computer data will be stored securely by the use of a password.

Under the Data Protection Act, students have a right of access to all notes kept on them. If those notes contain references to other individuals these may not be available to the student, as protection is also granted to third parties. It will be important not just to show the notes to the student, but for a Funding Adviser to talk to them about what their file contains and why.

If a client wishes to see their notes and records, they should contact the Student Funding Office giving two weeks' notice.

Student Funding

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