

Student Funding Support Team Confidentiality Statement

The Student Funding Support Team is part of Wellbeing and Student Support at the University and offers free and impartial information, advice and guidance to students, parents, carers and other interested parties on all aspects of student funding. In addition, the Student Funding Support Office determines eligibility for and administers the Warwick Undergraduate Scholarships and Bursaries scheme and three of the University's main hardship funds. It is responsible for the payment of undergraduate departmental bursaries and scholarships as well as government bursaries to PGCE students. The Student Funding Support Office also carries out funding outreach work with current and prospective students, their sponsors and other stakeholders.

The Student Funding Support Team offers confidentiality to all stakeholders and all discussions relating to student's personal circumstances will be held in an appropriate space to ensure aural and visual privacy is maintained.

However, there may be certain circumstances where we will need to disclose information shared with us. In these circumstances we would look to obtain consent from the student first and it will be explained in full why we believe there is a need to disclose information, and who will have access to this information. If consent to share this information is not provided, or it is not practicable for us to try and obtain it, in certain circumstances we reserve the right to break confidentiality. This would happen where there is a suspected breach of [University regulations](#) and examples may include:

- If a student is considered to pose a risk of physical harm to themselves or others.
- If a student imparts information relating to criminal activity or planned criminal activity
- Where a member of staff would be liable to civil or criminal court procedure if the information was not disclosed.
- If the student poses a risk to the University.
- Where the student is under 18 and there is a child protection concern.
- Where non-disclosure of information could have a detrimental effect on the university's ability to remain compliant with its duties as a licenced immigration sponsor.

Award amounts will be shared with other teams within University Professional Services to enable payments to be made. However, no personal or sensitive information will be shared, unless as detailed above.

University Hardship Funds

Any notes taken will be factual and vary in length and detail. Points of concern are also recorded. Reports of hardship fund assessment interviews will show how award recommendations have been calculated and determined. This documentation is only accessible to the Student Funding Support Team.

On occasion, Student Funding Support staff may need to consult other University departments to obtain further information relating to a hardship fund application or debt to the University.

Referrals to other services outside of Wellbeing and Student Support which form part of the University's welfare network (e.g., the Dean of Students' Office and the Students' Union Advice Centre) will ordinarily only be made with the knowledge and consent of the student, unless as detailed above.

The Warwick Bursary

A student's eligibility to receive the Warwick Bursary may be shared with departments outside of Wellbeing and Student Support where this information may entitle the student to receive other forms of funding and so be in the student's best interest to share it. Students' eligibility for a Warwick Bursary relies on information about household income as supplied to Student Finance England, Student Finance Northern Ireland or Student Awards Agency Scotland. Specific information about the level of household income will not normally be shared either with students (where it relates to their sponsors' income) or with other departments outside of Wellbeing and Student Support although it should be noted that eligibility for a Warwick Bursary will imply that a student's household income is within a particular range.

Initial Teacher Training (ITT) bursaries

The Student Funding Support team may share details about a student's eligibility for an ITT bursary with the Centre for Teacher Education to gather additional information needed to assess eligibility or confirm attendance. Information will be shared with other internal departments (such as Student Finance and the Data Product team) and externally with HESA (Higher Education Statistics Agency) and the Department for Education to comply with data reporting and audit requirements.

Undergraduate Departmental Bursaries and Scholarships

Departments request payments via spreadsheets, and it is not normally necessary to share this information outside of the Student Funding Support team or the requesting department.

Data Storage and Retention

It is usual practice for the Student Funding Team to securely store electronic/online documentation and records relating to all aspects of the team's work.

Electronic and paper records and documentation will be kept for six years in line with the University's Data Retention policy. At the end of this period, any electronic records will be fully deleted, and any paper records will be destroyed in accordance with the University's confidential waste procedure.

Under the General Data Protection Regulation, students have a right of access to all documentation and 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. If a student wishes to see their notes and records, they should submit a Subject Access Request to Legal and Compliance Services. Further information about this process can be found [here](#).