

Student Funding Office Confidentiality Statement

The Student Funding Office is part of Wellbeing Support Services at 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 Scholarships and Bursaries scheme and the University's hardship funds, including the Warwick Hardship Fund.

The Student Funding Office offers confidentiality to all clients. Students may request that all discussions relating to their personal circumstances take place in a private room.

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. Dean of Students, Students' Union Advice Centre, 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 Wellbeing Support Services.

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 paper records are kept securely locked within the Student Funding Office. Computer data is stored securely and is only accessible to the Student Funding Team.

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

Under the General Data Protection Regulation, 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 submit a Subject Access Request to the Administrative Officer (Compliance). Further information about this process can be found at <https://warwick.ac.uk/services/legalandcomplianceservices/freedomofinformation>.