

# PRIVACY STATEMENT

## Student Services

### Purpose

This statement provides information about how the Royal College of Music processes personal data for students using the services and facilities offered by the Student Services department (including the RCM Counselling service) also includes the [Student Services Confidentiality Agreement](#)

anonymised clinical notes for seven years following first contact, in accordance with UK Council for Psychotherapy guidance (see [Counselling Service Code of Practice on Confidentiality and Data Protection](#) for more information)

### Student Services Confidentiality Agreement when we may share your data

We will treat all information you share with us in confidence with sensitivity and respect.

We will not normally pass on information to teachers, parents or others without your permission. However, in certain circumstances it may become necessary to disclose information to a third party. Where possible and appropriate this will be discussed with the student first. Such circumstances may include:

- x If a student is considered to pose a risk of physical harm to themselves or others
- x If a student imparts information relating to criminal activity or planned criminal activity
- x Where a disclosure is required by law, in line with the Data Protection Act 2018
- x Under the Prevention of Terrorism Act 2005

- x If the student poses a risk to the College
- x If the student requests that information is passed on with their consent
- x Where the student is under 18 and there is a child protection concern
- x Where a student is in breach of their visa conditions
- x Where our duties as a tier 4 sponsor require us to notify UKVI

If we need to make notes e.g., for any ongoing casework, you are permitted to see them under the provisions of the Data Protection Act 2018. Speak to the Student Services Manager at the first instance.

For information on how the Counselling Service operates in terms of confidentiality and data protection please see the [Counselling Service Code of Practice on Confidentiality and Data Protection](#)