

Privacy Notice – Perth College Student Wellbeing and Support Service

The Data Controller of the information being collected is: Perth College Wellbeing and Support Service, Perth College UHI, Crieff Road, Perth PH1 2NX. Phone: 01738 877000.

For any queries or concerns about how your personal data is being processed you can contact the relevant Data Protection Officer at dataprotectionofficer@uhi.ac.uk

This privacy statement relates to the following processing:

Perth College Wellbeing and Support Service (WBSS)

Your information will be used for the following purposes:

<p>Purpose 1: Providing a Wellbeing and Support Service to You</p>	<p>General administration of the Wellbeing and Support service provided to you, including, holding your details in our database, setting up your initial meeting, arranging your appointments, workshop attendance and contacting you to provide information about the above, and the Wellbeing and Support service in general.</p> <p>At, or before, your initial appointment you can expect the following details to be asked for and recorded.</p> <p>Your personal details: Your name, contact details, postal address, mobile number, relevant support contacts, student number, academic department, PAT, course details, gender, date of birth, health condition. These details will be used for administration of any support provided.</p> <p>During your appointments (including your first) you can expect that some of the following details may be asked for:</p> <p>Information to facilitate support, including, reasons you contacted WBSS, presenting issues, relevant personal and family background, past/present coping strategies, relevant medical history, GP details, social support, and support requirements. This information may or may not be recorded, but will allow the team member to identify support needs, provide relevant support and enable referral to appropriate internal/external support pathways when requested. Any referrals would always be discussed and agreed with you.</p> <p>Basic case notes to summarise what you have talked about in appointments. This will summarise key facts, background information, key issues raised, and points of concern are also noted to help appropriate team members to know what you discussed and to record any actions taken or risk concerns.</p>
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<p>Purpose 2: Providing support to you by means of a third party.</p>	<p>Should it be identified that your support needs require more expertise than can be provided in college a referral would be made to an external partner in consultation and agreement with yourself.</p> <p>External partners could include PKC, RASAC, Woman’s Aid, Autism Initiatives, The Neuk, GP, NHS Services or other relevant services.</p> <p>If it is apparent that you may be an immediate danger to yourself or others the staff member has a duty of care to refer to appropriate emergency services without the need for consent.</p>
<p>Purpose 3: To Evaluate and Report on Our Services</p>	<p>By using anonymised data for data and statistical analysis.</p> <p>Use of your anonymised data is necessary for the evaluation and improvement of the service.</p> <p>PCWBSS retain anonymous statistical information on nature of support needs, and the kind of wellbeing help provided. Any statistical reports for departments at Perth College or external agencies do not contain student’s details.</p>

Our legal reasons for using the data are:

To achieve the following purposes: Purpose 1: Providing a Wellbeing and Support service to you, Purpose 2: Providing support to you by means of a third party, Purpose 3: To evaluate and report on our service

Our legal reason to use the data is: *Processing of your data is necessary for us to comply with the law*

The data we use includes special category (sensitive) data. You are not obliged to provide this information. Our legal reason for using this sensitive data, as provided, is:

To provide a service to you and it is further processed for purposes associated with managing and quality assuring the service. Where possible, your information is anonymised for this purpose.

If you were to withhold permission for personal information of our meeting to be kept, this may limit the effectiveness of the support we would be able to provide.

Your data will, or may, be shared with the following recipients or categories of recipient:

Your data will not be shared with any third parties without your consent, except in situations where you are deemed to be an immediate risk to yourself or others. In these situations, contact may be made with emergency services as part of our duty of care for students.

Staff working for PCWBSS will not normally pass on personal information about you (including information on attendance) to anyone outside the Service (including academic staff) subject to the following exceptions:

- Where the member of staff has the expressed consent of the student to disclose the information
- Where the member of staff would be liable to civil or criminal court procedure if the information was not disclosed
- Where the member of staff believes the student or a third party is in serious danger or involved in major criminal activity e.g. drug trafficking, money laundering or terrorist activity.

In any of these circumstances the team member will normally encourage the student to pass on information to the relevant person/agency. If there is no indication that this has happened, or is likely to happen, or if the crisis or danger is sufficiently acute, the team member may pass on the information directly. Consent to disclose information will be sought from you, if possible.

Limited personal data will, or may, be shared with contracted third parties to enable provision of services for the purposes of teaching, learning and administrative support and IT provisioning. This includes:

n/a

This process involves your data being sent outside of the European Union. The following safeguard is in place for this international transfer:

n/a

This relevant protection is in place for this international transfer:

n/a

Your data will be retained for the following length of time: 7 years after the end of support being provided. After this time, they are destroyed.

The following rights are rights of data subjects:

- The right to access your personal data
- The right to rectification if the personal data we hold about you is incorrect
- The right to restrict processing of your personal data

The following rights apply only in certain circumstances:

- The right to withdraw consent at any time if consent is our lawful basis for processing your data
- The right to object to our processing of your personal data
- The right to request erasure (deletion) of your personal data
- The right to data portability

You also have the right to lodge a complaint with the Information Commissioner's Office about our handling of your data.

The Information Commissioner's Office is UK's independent authority set up to uphold information rights in the public interest. Their website is www.ico.org.uk