

Data Protection and Confidentiality Policy

(Please read and complete)

Data Protection Policy

- This data protection policy sets out how Optimum Student Support uses and protects any information that you give Optimum Student Support. Optimum Student Support is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy statement.

Optimum Student Support may change this policy from time to time by updating this policy.

What we collect

We may collect the following information:

- Name and university course/work placement
- Contact information including email address
- Details about your disability and type of support required
- Demographic information such as postcode and preferences
- Other information relevant to student surveys and student feedback

What we do with the Information

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- To inform relevant academic staff/employer, as appropriate, to ensure that appropriate support, provisions and adjustments can be put in place. This may include referring agency, exams department, your disability advisor, teaching staff, and staff in your work place/placement
- This may also include Optimum support worker - specialist mentoring, 1:1 study skills tuition or note-taking assistance, where these services have been approved and suggested for you
- If there is a concern over safety, of yourself or others
- To speak with parents/guardians/other emergency contacts as provided about your disability and support needs if necessary
- Internal record keeping
- Service improvement
- Security

Optimum Student Support is committed to ensuring that your information is secure. In order to prevent unauthorised access on our IT systems and our NMH software or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect. We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

If you believe that any information being held on you is incorrect or incomplete, please contact Optimum Student Support as soon as possible.



Confidentiality Policy

In accordance with the Equality Act (2010) and the Data Protection Act (2018), Optimum Student Support are required to give due regard to any requests for confidentiality concerning your disability and when considering your request, we need to make sure that you have sufficient understanding of the nature and effect of your request.

Sharing details about your disability (limited to what we reasonably consider necessary) with our support workers and to individuals outside of Optimum Student Support helps us to support you. This will only be done where we consider it to be necessary and on a limited need- to-know basis, and any such disclosures will be treated in the strictest confidence.

There are occasions where we may need to share information about your disability without your consent.

They are as follows:

- Where we do not consider that you have sufficient understanding of the nature and effect of your request for confidentiality
- Where maintaining confidentiality will pose a risk of serious harm to you or others
- In an emergency situation
- Where we are required by law to disclose information.

If you do ask for confidentiality, we may not be able to support you as fully as we would like and our support workers and your university/college /employer/training provider will make decisions without the benefit of all the relevant information relating to you and your disability.

