University of Chichester

Support and Information Zone

Confidentiality Statement

1. The SIZ team is committed to providing a secure information, advice, guidance and support service to all staff, students and visitors.

2. Personal data will be handled strictly in accordance with the Data Protection Act, the University's Data Protection Policy, Data and Systems Security policy, and Safeguarding Policy available via https://www.chi.ac.uk/about-us/policies-and-statements/policies

3. To protect users' privacy the SIZ will never ask you to divulge any password.

4. All members of the SIZ Team (including new members to the team) will receive Data Protection training and other training as necessary to ensure that information is recorded appropriately following agreed policies and processes.

5. Information regarding an individual will not be given to anyone outside the University without their express consent to such disclosure, e.g. for the electoral register. Any exceptions to this are detailed in the University's Data Protection Policy.

6. Any documentation (whatever the format) recording interaction between individuals and SIZ staff will be stored securely and not retained for longer than is necessary.

7. Any discussion or information identifying an individual will only be disseminated internally to staff on a strictly "need to know" basis.

8. Data will be captured and stored in such a way that personal information is not on public view.

9. Where a situation requires a private location, the SIZ team will set up appointments with appropriate staff.

10. SIZ data for statistical purposes will be anonymised and will not identify any individual.

11. When and where a member of the SIZ team feels that confidentiality should/needs to be breached they will raise this as a matter of urgency with their line manager.

12. If a member of staff or student believes that confidentiality is being breached by a member of the SIZ team they should contact the Head of Support & Customer Experience.

13. The SIZ Confidentiality Statement will be displayed at our counters and made available electronically.

Date re-approved: 26/10/17