



## Counselling and Wellbeing Service

# Confidentiality Statement

The ARU Counselling and Wellbeing Service are committed to the highest standards of professional practice and strive to offer you first-class services that meet your particular needs. We respect the privacy of every student accessing our support and recognise the importance of confidentiality in all our dealings with you.

All Counsellors in the service abide by the ethical frameworks for good practice in accordance with the requirements of the British Association for Counselling and Psychotherapy. All mental health advisors also adhere to professional bodies for maintaining professional and ethical mental health practice.

The following statement explains our approach to confidentiality. Should you wish to explore further any queries arising from this statement, please email us at [wellbeing@anglia.ac.uk](mailto:wellbeing@anglia.ac.uk)

## Confidentiality

Your confidence and trust in our work is crucial to us. We offer a confidential service and will protect any information about your individual circumstances that you choose to share with us.

Counselling and Wellbeing staff do, however, work closely with each other and as part of a team which includes Student Services line managers, Student Services administrators and internal and external clinical supervisors. In line with the requirements of the GDPR, your personal information will be treated respectfully and sensitively and only shared with other members of the Counselling and Wellbeing team on a "need to know" basis to help us deliver a better service to you and to others by improving our awareness of common issues. Our administration staff will have access to limited information in order to facilitate the service for you i.e. Name/Contact details/SID to arrange appointments etc.

As part of our duty of care we require that all students who register with us are also registered with a GP.

Personal information conveyed to us will not be disclosed to other university staff or external organisations without your explicit and informed consent other than in exceptional circumstances as outlined below.

## Limitations/Exceptions to confidentiality

- A member of Counselling and Wellbeing Services has good reason to believe that you or others may be at risk of serious harm. The Counselling and Wellbeing practitioner may believe that you are not in a position to take responsibility for your actions
- Under the Prevention of Terrorism Act (Northern Ireland);
- If the counsellor is subpoenaed or summoned as a witness in a Court of Law.

In such circumstances the information shared is kept to a minimum and only disclosed to relevant others on a "need to know" basis. In line with this, if a cause for concern is raised to our service relating to a student on a course that involves a professional practice placement, we will confirm to the faculty if the student is known to us without disclosing any confidential information

## Our contact details

[aru.ac.uk/wellbeing](http://aru.ac.uk/wellbeing) | [wellbeing@anglia.ac.uk](mailto:wellbeing@anglia.ac.uk) | 01245 68 6700

Monday to Thursday: **9am - 5pm**

Friday: **9am - 4.30pm**