

## Student Trusted Contact Procedure: Guidance for staff

### Sharing information about a student with third parties

The University treats all students, regardless of age on entry, as independent, mature individuals. We recognise the expectation that any information about our students is held securely and not inappropriately shared, in line with data protection legislation and our [Student Privacy Policy](#).

Additional steps are taken for students who are under 18 years, including the requirement for a UK-based guardian, and these are outlined in our [Policy for Students under the Age of 18 years](#).

University staff from academic and professional services should only communicate with students and not with any external third parties (including family and parents), unless with the express permission of the student and a completed consent to share form or we have a legal duty to do so in the vital interests of the student.

### Details of a students trusted contact

All students, as part of the registration process, are required to provide the details of at least one trusted contact at the start of each academic year. This could be a parent or guardian, but there may be reasons why this is not appropriate and the student can nominate anyone they choose (such as a family member or responsible friend).

It is the responsibility of the student to ensure that the details of their trusted contact are kept up to date and they can be amended at any time on e-vision.

### Circumstances when details of a trusted contact may be used

The University has a clear and formal process which must be followed when using the details of a trusted contact. This process is provided in the [Student Trusted Contact Policy](#) and accompanying flowchart. Individual members of staff should not use the details of a trusted contact outside of this formal process.

The details of a trusted contact of a student will only be used in serious situations, taking into consideration all the information available, inc