



Disability Services Privacy Notice

The University is committed to removing barriers to learning for all our students. The Disability Service provides advice to students and applicants as well as arranging tailored support for students with disabilities.

Engaging with our services will require the University to process your personal data, including special category personal data about your health, wellbeing, and disability. We respect the sensitive nature of the information you share with us, and this Notice describes how, when, and why we will use and share your information in line with Data Protection Legislation.

Once you have completed a Disability Health Notification Form and are registered with Disability services, standard reasonable adjustments will automatically be shared with your academic school. A list of standard reasonable adjustments is available on our website <https://www.tees.ac.uk/sections/stud/disability.cfm>

Information about your support will be shared with relevant university staff on a need-to-know basis, to ensure you have access to your support and adjustments. However, detailed records of your support will only be routinely accessible to advisers, practitioners, managers and other staff within wellbeing and welfare services.

There may be times when we need to share some information internally or externally for specific reasons. This may include but is not exclusive of one-off referrals or discussions. When necessary, this may involve an ongoing dialogue of sharing information about your needs or changes, where we think you would benefit from internal/external support or entitlements.

When you approach us or are referred to us for support, we will ask you to confirm that you want to engage with our services. However, we will not usually rely on your consent to process your personal data. As a university, we have a legal duty of care to deliver educational and pastoral services competently and, in carrying out our services and functions, to act reasonably to protect the health, safety and welfare of its students.

This requirement means we are legally required to maintain certain records of our work with you including case notes and relevant documents related to your support. These records are maintained by staff within our Wellbeing & Welfare Services.

You will be at the centre of all decisions we take regarding your support, including how we share information. External sharing may involve services such as your GP or other NHS services, Social Services or Local Authorities, support services, external funding providers like Student Finance England, including but not limited to providers for equipment, software, and non-medical helpers. This may involve charities relating to wellbeing and welfare and your academic school where reasonable adjustments need to be made to accommodate any additional support requirements you may have. There may also be internal sharing on a need-to-know basis, for example, with services and departments who are able to support where there is a wellbeing, welfare or safety need.





The information shared in these circumstances will be limited to what is necessary to ensure you are safe and provided with the appropriate support to continue in your studies.

In most cases and wherever possible we will do this with your understanding and agreement at the point of sharing, allowing you to discuss any concerns you may have. We will explain our reasons to you and advise you about who we feel needs to have information about you. We usually do this verbally but may sometimes ask you to confirm your response in writing. We understand that circumstances can change, you can notify Disability Services at any time if you would like to review your support.

Although rare, there may be times where we have to share information even if you don't want us to. This may include:

- Occasions where you or another person may be at risk of serious harm;
- If we are advised to share information by a medical professional responsible for your care;
- If there is a concern regarding safeguarding of children or vulnerable adults;
- If there is a legal requirement to share, for example at a court hearing.

How we obtain your personal data

Personal Data is predominantly collected from you directly when you engage with any of our support services. We may access some information which you have already provided to the University during enrolment and study and which is stored in our student information system (SITS). In some cases we may be contacted by other specialist services that may be supporting you, such as your GP, other health professionals, previous education providers in relation to your condition to understand its impact and what reasonable adjustments may be appropriate. Our advisors may request health information about you from other external services you access to support any decisions made about your care. We will inform you whenever we make such requests to external services, unless there is an overriding reason not to do so.

What personal data is processed

If Disability Service is supporting you, we will maintain records about you which will differ according to your individual needs but are likely to include:

- 1.1 Details about you from the student information (SITS) database. These include your name, student number, University and home addresses and contact details, and your registered next of kin, plus any information you have additionally consented to being shared with us during registration, for example information about your health, disability, racial or ethnic origin, sexual orientation, gender identity and religious beliefs;
- 1.2 Course and dates of study and academic progress and attainment (where relevant);





- 1.3 Notes and reports about your needs. This may include sensitive information about you (also known as 'special category data') such as information about your health;
- 1.4 Details about the information, advice and support offered;
- 1.5 Documents or medical evidence you supply to us;
- 1.6 Information from external agencies such as your GP surgery, NHS services, and other external support providers;
 - 1.6.1 Relevant information from other University services who have a duty of care towards you, including:
 - 1.6.2 Accommodation Team;
 - 1.6.3 Campus Security;
 - 1.6.4 Office for Student Casework Office (SCO)
 - 1.6.5 Other University professional services such as the Health & Safety Team or Legal & Governance Services;
 - 1.6.6 Your Academic School;
 - 1.6.7 The Students' Union.

The records may be electronic, on paper or a mixture of both, and we use a combination of working practices and technology to ensure that your information is kept confidential and secure.

How we use and share your personal data

- Staff at the University providing support to you will have access to your information. Sometimes the staff that support you may change because of absence or due to workload allocation and we cannot always guarantee that you will work with the same person.
- We may liaise with a funding provider such as Student Finance England to provide course information. We may call them to ask for an update on the DSA progress on your behalf.
- We may liaise with support providers such as equipment, software and Non-Medical Helpers services to help you set up your support.

Lawful Basis

The main legal basis for which we process your personal data is contractual – the terms and conditions you signed on enrolment place responsibilities on the University to deliver educational provision and to keep you safe.

The University has a duty of care to deliver its educational and pastoral services competently and, in carrying out its services and functions, to act reasonably to protect the health, safety and welfare of its students. The University also has a duty under the Equality Act 2010 to make reasonable adjustments to make sure disabled students are not discriminated against.

The nature of our services means we hold sensitive information about you such as health issues (this is known as 'special category data'). We hold this information in order to provide you with the support you need and is therefore necessary for the provision of health and social care.





Trusted Contacts

A trusted contact is someone who you would be comfortable to be notified if there are serious concerns about your safety or health. This may be a parent, partner, sibling, friend etc. You do not have to name your next of kin as your trusted contact if you would not feel comfortable about information being shared with them.

The Wellbeing and Welfare Service can hold trusted contact information for you in order for them to be notified in the event that you are experiencing a crisis. For example, admittance to hospital or an emergency situation.

If you feel this applies to you, please raise this with your advisor in your assessment appointment.

Please be advised that as this is a local arrangement the service cannot guarantee that your trusted contact will be notified in every urgent situation, as the service may not have involvement in every instance.

If you require any further information about how your personal data is processed, you can contact the Information Governance Team at DPO@tees.ac.uk or by calling 01642 342563.