

THE ACCESS STATEMENT

Student Listeners are committed to providing a confidential service to students.

- Privacy generally relates to protecting you as an individual and how your personal information is used.
- Confidentiality relates to the data/information that is needed to allow safe access to the PWS service and how access to this information is protected.

Student Listeners will not give **ANY** information regarding any student, directly or indirectly, to **ANY** third party without the students' prior express consent to disclose such information **UNLESS** we have a legal obligation to release the information, or if we believe that not doing so could place you or others at risk of serious harm.

You can find a copy of the student contract [here](#). A copy the University Student Privacy Policy can be found [here](#).

<https://www.gla.ac.uk/myglasgow/dpfoioffice/gdpr/privacynotices/studentprivacynotice/>

THE FULL STATEMENT

TERMS & CONDITIONS AND PRIVACY NOTICES

PRIVACY NOTICE: PEER WELLBEING SUPPORT

Your Personal Data

The University of Glasgow will be what's known as the 'Data Controller' of your personal data processed in relation to the Peer Wellbeing Support service. This privacy notice will explain how The University of Glasgow will process your personal data.

Why we need it

We are collecting your basic personal data such as name, student number, UK address and up to date contact phone number in order to create a record of your appointment and to ensure we have the necessary information from you to share with emergency services. This information will only be shared in the event that you are at immediate risk to yourself or pose an immediate risk to others. We will only collect data that we need in order to process your appointment with our Student Listeners to pass onto emergency services - if necessary.

What we do with it and who we share it with

All the personal data you submit is stored confidentially and can only be accessed by the Student Listeners and the Student Listeners University staff. Your data will never be shared outwith the service, with the exception of passing your details onto emergency services only if you are experiencing a mental health crisis and are at risk to yourself or others.

How long do we keep it for

Your data and the record of the appointment will be retained by the University for 4 weeks after your appointment. After this time, it will be securely deleted.

What are your rights?

You can request access to, or copies of, the information we process about you at any time. If at any point you believe that the information we process relating to you is incorrect, you can request to see this information and may in some instances request to have it restricted, corrected or erased. You may also have the right to object to the processing of data and the right to data portability.

Where we have relied upon your consent to process your data, you also have the right to withdraw your consent at any time.

If you wish to exercise any of these rights, please contact dp@gla.ac.uk

Complaints

If you wish to raise a complaint on how we have handled your personal data, you can contact the University Data Protection Officer who will investigate the matter.

Our Data Protection Officer can be contacted at dataprotectionofficer@glasgow.ac.uk

If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law, you can complain to the Information Commissioner's Office (ICO) <https://ico.org.uk/>

DESCRIPTION AND CONDITIONS OF SERVICE

Student Listeners provide a free, confidential listening service for students experiencing mild mental health issues. The service is student led, meaning all Student Listeners are fellow students who have been trained on how to appropriately support their peers. However, they are not trained counsellors or mental health professionals and this service is not a substitute for therapy and is not appropriate for more enduring or severe mental health issues.

DATA PROTECTION AND CONFIDENTIALITY

Protecting users' confidentiality is essential. As outlined in the [University of Glasgow Student Contract and Privacy Notice](#), your personal details will only be shared if it is believed that you or others are at risk. The content of your session will never be discussed with you afterwards, or between the Student Listeners.

All Student Listeners receive regular group supervision with trained staff within the service. As outlined in the Privacy Notice, at times the content of sessions will be discussed to ensure the supporters are following best practice. Your name, or any other identifying factors, will never be brought to supervision.

COMMENTS, SUGGESTIONS AND COMPLAINTS

We welcome your feedback on the service you receive from us and suggestions for how we might improve and develop the service we provide.

Please contact studentlisteners@glasgow.ac.uk if you have any feedback for our service.

If you have a complaint regarding our service please let us know and we will do our best to resolve the matter swiftly and informally. However, if you are not satisfied with the response you receive, you may follow the University Complaints Procedure.

[Find out more about the University complaints procedure](#)

