

International Student Support

Immigration Advice Service

Confidentiality Policy

Data Protection and Confidentiality

The International Student Support Team operates in accordance with the 2018 Data Protection Act and General Data Protection Regulation (GDPR). This legislation aims to ensure that personal data is used in a way that is fair to individuals and protects their rights. For information on the Data Protection see the [Data Protection Policy](#) and to find out how we process your data see [Privacy Notice for Students and Prospective Students](#)

Immigration Advice and Record Keeping

The Office of the Immigration Services Commissioner (OISC) sets the principles to which immigration professionals must comply in a Code of Standards and The Commissioner's Rules: <http://oisc.homeoffice.gov.uk/> A key premise is that written records of all immigration advice must be kept. To help protect confidentiality, advice should be delivered in a private space, large enough to accommodate a visitor with a child in a pushchair or a wheelchair user, with the door closed. During your appointment with International Student Support, the adviser will make notes of your enquiry, the information and advice given and any follow-up action required by you or by the adviser. This record is saved in our confidential electronic casenotes system and will be deleted 6 years after the case has concluded.

Within the International Student Support Office, all paper documents relating to individual cases are locked securely at the end of each working day. Where possible, the casenotes system is used to store electronic copies of documents and paper copies are shredded. Only the 5 International Student Support staff have access to the system. You have a right of access to a copy of your file. This request should be made in writing to international@imperial.ac.uk and we will endeavour to provide this within 5 working days.

You have the right to confidentiality when you use our service. We define confidentiality as a "circle of confidentiality" within which International Student Support Team members may discuss information about you, in an appropriate environment, eg to help with staff training and development. Any information we receive from or about you will not be disclosed to others outside our team. The only exceptions to this are:

- When you have given your explicit consent to disclose information to an individual or organisation
- If you or others are in immediate danger
- If the provision of such information is required by the law
- If there is any risk to the College's Tier 4 Licence

We may decide it is in your best interest to contact an external organisation such as the Home Office or the UK Council for International Student Affairs (UKCISA) for further advice or opinions about your case. Whenever possible we will advise you if we intend to do this. However, sometimes this may not be practical and we would generally assume that by coming to us for help, you are allowing us to resolve your queries in the best way we can.

We keep statistical records of the numbers of visitors to the office and the type of issues discussed. This enables us to monitor demand for our service and to identify any practical or policy issues to improve the service. Any reports that are produced from this information are anonymous, so that individual users of the service cannot be identified.