

Student Support Service - Information Sharing Agreement

This Information Sharing Agreement (ISA) is made and entered into by and between the parties identified below for the purpose of facilitating the exchange of information in a manner that supports student wellbeing and success at Imperial.

1. Purpose of Information Sharing

The purpose of this agreement is to set out the terms and conditions under which personal data and other relevant information about students will be shared between departments, services, and relevant partners at Imperial. This is to ensure that the Student Support Service can provide effective and coordinated support to students in need of assistance.

2. Parties Involved

This agreement involves the following parties:

- The Student Support Service
- Academic Departments, Faculties and Services

Including but not limited to: Student Services, Student Wellbeing Advisers, Student Liaison Officers, Senior Tutors, Faculty Senior Tutors, Residential Life, Campus Safety and Security, Registry, and any other relevant service/role.

- Students

Any student enrolled at Imperial College London who seeks or requires support.

3. Scope of Information Shared

Information that may be shared under this agreement includes:

- Personal details such as name, contact information, student CID, and academic information.
- Health and wellbeing information, including medical records, mental health status, and other relevant support needs (where appropriate and with consent).
- Academic performance and attendance information.
- Any additional information necessary to facilitate student support, subject to consent or legal requirements.

4. Legal Framework and Data Protection

All information sharing will comply with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. Personal data will only be shared if it is necessary for the purposes outlined in this agreement and will only be shared with relevant departments and services who have a legitimate need to know.

5. Consent and Confidentiality

- Limited information will be shared from the Student Support Service and other parts of the university. This information will only be shared with the view to supporting students.
- Detailed information will only be shared with the explicit consent of the student, except in cases where there is a legal requirement to share information or where there is a risk to the student's or others' safety and wellbeing.
- Where appropriate, the student will be informed about the nature of the information being shared, the purpose of sharing, and the recipients of the shared information.
- All parties involved in the sharing of information will maintain confidentiality and ensure that the information is used solely for the purposes of providing support.

6. Information Sharing Procedures

- Information will be shared through secure channels to maintain confidentiality.
- When sharing information, all parties must ensure that the data shared is accurate, necessary, and relevant for the purpose of student support.
- Any request to share information must be documented, and the requestor must clearly outline the purpose and the recipients of the information.

7. Retention of Information

Information shared under this agreement will be retained only for as long as it is required to provide support to the student and in accordance with the Imperial's data retention policy. Information that is no longer needed will be securely deleted or anonymized in compliance with data protection laws.

8. Rights of the Student

- Students have the right to access the information held about them at any time, subject to legal exceptions.
- Students may withdraw consent for the sharing of their information at any time, provided it does not affect the legality of processing based on consent prior to its withdrawal.
- Students may request that incorrect information be corrected or deleted in accordance with the College's data protection procedures.

9. Review and Monitoring

This agreement will be reviewed regularly to ensure that it remains compliant with legal requirements and is effective in supporting student welfare. Any incidents of information breaches will be reported in accordance with Imperial's data protection policy, and corrective actions will be taken as necessary.

10. Agreement Duration and Termination

This Information Sharing Agreement will remain in effect as long as the relevant services continue to be provided to students, unless terminated earlier by mutual written consent of all parties or due to a breach of terms outlined herein.

Student Support Service - Information Sharing Agreement - (Limited Information Sharing)

In addition to the general provisions outlined in the original Information Sharing Agreement, the following terms will apply for sharing **limited information with select individuals**:

1. Limited Information to be Shared

Only the following specific information will be shared:

- Name & CID
- Top-level issue(s) or support need(s)
- Academic performance, if applicable
- Recommendations from the service

2. Recipients of the Information

Information will be shared with university departments, services or individuals only as necessary.

3. Purpose of Sharing

The limited information will be shared exclusively for the purpose of providing tailored support in the following areas:

- Academic Support / Study Mentoring Needs
- Accommodation Needs
- Counselling / Mental Health / Wellbeing Support
- Disability Support
- Careers Guidance
- Financial Support

4. Duration of Information Sharing

The information will only be shared for the duration of the student's time at the university, as needed.

5. Consent

The student gives their explicit consent for the sharing of the above limited information with the designated recipients. This consent can be withdrawn at any time by notifying student-services@imperial.ac.uk.

6. Restrictions on Further Disclosure

The recipients of the information are strictly prohibited from disclosing it to any other individuals without the prior written consent of the student.

7. Review and Monitoring

The sharing of this limited information will be monitored to ensure that it remains appropriate, necessary, and aligned with the agreed purpose