

PRIVACY STATEMENT

Student Services

Purpose

This statement provides information about how the Royal College of Music processes personal data for students using the services and facilities offered by the Student Services department (including the RCM Counselling service). It also includes the [Student Services Confidentiality Agreement](#).

The lawful basis for obtaining and using your personal data

The lawful basis for obtaining and using your data is to fulfil our contractual obligations to you by offering you access to services provided by the RCM Student Services department whilst you are a student. We will keep students informed of the services we provide. Full details of our services are available on the [RCM's website](#).

Where did your data come from?

The information held on your student record will form the basis of the record held by the Student Services department. This is the information you provided to the RCM when you applied for a place and subsequently registered for a course. Student Services may also hold other information that you provide to us when you access our services, in order to ensure we are able to offer you the right support (in line with the [Student Services Confidentiality Agreement](#) – see below).

Why do we need your data?

We will use your data to keep you informed of the activities of the Student Services department, to enable us to implement any support requirements and to assist in the management and delivery of the services we provide to students.

What we do with your data?

We store your data in accordance with the Data Protection Act 2018 and the EU General Data Protection Regulation (GDPR) on secure systems and servers all of which are password protected with access restricted to those RCM staff needing access.

Your data will only be kept by the Student Services department for six years following your graduation, after which it will be deleted/archived.

The RCM Counselling service will keep anonymised clinical notes for seven years following first contact, in accordance with UK Council for Psychotherapy guidance (see [Counselling Service - Code of Practice on Confidentiality and Data Protection](#) for more information).

Student Services Confidentiality Agreement – when we may share your data

We will treat all information you share with us in confidence with sensitivity and respect.

We will not normally pass on information to teachers, parents or others without your permission. However, in certain circumstances it may become necessary to disclose information to a third party. Where possible and appropriate this will be discussed with the student first. Such circumstances may include:

- If a student is considered to pose a risk of physical harm to themselves or others
- If a student imparts information relating to criminal activity or planned criminal activity
- Where a disclosure is required by law, in line with the Data Protection Act 2018
- Under the Prevention of Terrorism Act 2005

- If the student poses a risk to the College
- If the student requests that information is passed on with their consent
- Where the student is under 18 and there is a child protection concern
- Where a student is in breach of their visa conditions
- Where our duties as a tier 4 sponsor require us to notify UKVI

If we need to make notes e.g., for any ongoing casework, you are permitted to see them under the provisions of the Data Protection Act 2018. Speak to the Student Services Manager in the first instance.

For information on how the Counselling Service operates in terms of confidentiality and data protection please see the [Counselling Service - Code of Practice on Confidentiality and Data Protection](#)

Last reviewed August 2024