

Communicating with Parents and 3rd Parties

Students are responsible for all communication with the University whether they have reached the age of 18 or not. This is in accordance with both the Data Protection Act 1998 and the University's Data Protection Policy. No information about a student can be released to another person without the student's consent and staff receiving requests from parents, close family members or any other 3rd party should remember:

The University cannot:

- Confirm whether an individual is a student at Bangor University
- Provide details of a student's address, attendance, general whereabouts or well being
- Discuss a student's academic progress, including module choices, timetable, assessment, assessment dates or marks
- Discuss matters related to the student's personal record, for example fee payment, disciplinary procedures or an ongoing complaint investigation
- Instigate a complaint or appeal procedure on a 3rd party account: students must lodge these themselves

The University can:

- Supply, or direct enquirers to, information on the University's policies and procedures that are publically available
- Make appropriate enquiries if a serious concern for a student's well-being is raised but will not divulge the result of those enquiries
- Relay a message regarding an extreme situation to a student but cannot confirm if the message was received
- Release information only with the written consent of the student

In extreme situations that require an emergency contact the University will

- supply emergency contact details to the relevant statutory authority
or
- contact the emergency contact directly

Student Consent to release information:

- Must be submitted by letter or email from the student's University email account
- Can be given verbally in exceptional circumstances but should be backed up in writing as soon as possible
- Is only given for a particular issue and only information relating to that matter will be released
- Wider consent can only be given where a student has complex support needs that are unlikely to change.
- Where consent to release information is obtained the University will inform relevant staff. For reasons of confidentiality, this will not include all staff that a 3rd party might contact which may lead to a delay in responding while staff seek clarification.

A note for University staff

NB:

- a) If outside parties become insistent or you feel bullied, explain that you are bound by the 1998 Data Protection Act and refer them to Gwenan Hine, Head of Compliance.
- b) Further guidance on data protection is available from the Policy and Legal Compliance Team. Please contact Lynne Hughes on 2776 / l.hughes@bangor.ac.uk or visit their website <https://www.bangor.ac.uk/planning/dataprotection/index.php.en> to see the Data Protection Policy and related policies.
- c) The following policies and procedures might also be useful:

<https://www.bangor.ac.uk/planning/policy-register/documents/policy-procedures-under-18.pdf>