

Third Party Consent to Share statement – HE students only

This policy is of relevance to students / staff

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1. Information for students

The School collects and uses your data for the sole purpose of delivering your higher education degree programme and meeting statutory duties associated with being a Higher Education Provider. How we use your data is set out in the School's privacy notice for higher education students available at www.gsmd.ac.uk/privacy

Information specific to you will not be shared with other people (even friends, parents or other relatives or agents) without your written permission (except where there is a danger to you or others). This applies to anyone over the age of 12. It may be possible to provide some information by making general statements but anything that identifies the status of a student is not allowed.

1.1 Consent to Share Statement

A Reference Number is provided to students on all correspondence from the point at which they start an application to the School and this becomes your Student ID number.

"The Guildhall School is bound by the Data Protection Act, meaning that we cannot discuss details of your student status with anyone else unless you give your permission. If you wish for the School to speak with a friend or relative on your behalf then you will need to confirm this in writing to *the* School (ie to Registry, Music or Production Arts & Drama Administration, or Student Affairs) that you wish the School to speak to a specified third party. Your confirmation should include:

- your Student ID number, your full name, and the programme you are studying on,
- the scope of what you wish to be shared with the third party (ie Student Finance application or health issues), and
- the details about the third party (relation/agent/friend) including their relationship to you, their full name

The School reserves the right to ask for further information to verify your identity before speaking with a third party.

Any communication with a third party sent by email will be copied into your student email address"

Please note that any correspondence with a third party will be seen as an exception; all higher education students are expected to communicate with the School directly in respect of the delivery of their education and related matters.

1.2 Restricted information

Special category, sensitive information such as disability status, physical or mental health or condition, ethnicity, sexual orientation, gender reassignment, care leave status, religion or criminal offence records will not be shared outside the School unless you have specifically stated that this may be shared.

2. Information for staff

2.1 How the School will check identity in order to share information

Different communication methods and what to ask for are listed below, consent should be sought from the student for any new enquiries that are not recorded on SITS. It is easiest to check/ask for this information at the start of the enquiry before you start to look up the record as the further into a conversation you get the harder it will be to ask for this information.

All students should be asked for their Student ID number as a matter of course - they are notified of this in all correspondence. If the School is contacting the student using contact details on their student record, then no checks need to be undertaken but caution should be taken when emailing personal email accounts and this should routinely direct them to their School email address rather than containing sensitive personal information.

2.2 Contact by Telephone

Student:

Ask the student for their Student ID number and to confirm their programme

Friend/Relation/Agent:

Ask them to ask the student to email confirmation that we can speak with them

2.3 Contact by email

Student:

If the Student ID Number is provided and the email is sent from a School email account or an email on file in SITS then this is sufficient and you do not need to ask for further details before responding

Friend/Relation/Agent:

Ask them to ask the student to email confirmation that we can email them or respond in general terms.

2.4 Contact in person

Student:

Ask for Student ID Number and confirmation of full name and programme

Friend/Relation/Agent:

Ask them to ask the student to email confirmation that we can email them or respond in general terms.

2.5 Online applications/eGo access

Access to eGo is via a username and password (plus security question for students). Students can reset their own password so should not normally need to be provided with password information.

Students:

Must provide Student ID or must email from an address on their SITS record to get any user account information.

Friend/Relation/Agent:

Are not permitted to receive details and should be asked to get the student to email regarding this.

2.6 Advice

If the enquirer is unhappy with our requirement to protect a students' data then please inform them that the School does not know if the student would want it to disclose their information. The Guildhall School is bound by the Data Protection Act, and in addition, you are personally liable if you provide information without permission.

2.7 Erasmus students

Erasmus applications must be made through the International Coordinators of the relevant institution therefore the International Coordinators automatically have permission to access details of the student's course but this does not entitle them to all information about a student. If in doubt check with your head of Department.

2.8 Other students

Students and participants on Junior courses or Short Courses, and Alumni are not covered by this policy however all students/participants will have a Reference Number.