

CONFIDENTIALITY & PRIVACY POLICY

UTSSA STUDENT ADVOCACY SERVICE

The UTS Student Advocacy Service is an independent service and offers advice, assistance and support to students on a strictly confidential basis. We do not discuss or share any of your information with staff of the university, your faculty, or any other body or service without your express consent. If you provide consent, you may withdraw your consent to share information, or to discuss your matter with others, at any time.

The information that you provide can be accessed only by the professional staff employed by the UTS Students' Association and cannot be accessed by, and is not disclosed to, any student member of the UTS Students' Association.

Client information may be accessed by, and discussed confidentially within, the UTS Student Advocacy Service team in order to provide continuity of service, and to support service delivery.

Client information will not be shared or disclosed outside the UTS Student Advocacy Service unless:

- you have specifically provided consent for your information to be shared or discussed with others in order to support and assist you with your matter; or
- if there is a threat to the safety or wellbeing of yourself or others, including university staff or students.

The Student Advocacy Service maintains client files. Guided by the principles and standards of the NSW State Records Act (1998) we ensure that client records are securely stored. Client records are retained for a period of three (3) years. Paper records are then disposed of securely, and electronic records are permanently deleted.

Students have the right to access their client file and may request access to their information by contacting the Student Advocacy Service on (02) 9514 1155 or students.association@uts.edu.au.