

ADVICE CENTRE DATA CONSENT FORM

To comply with the UK General Data Protection Regulation (UK GDPR),
Data Protection Act (2018), and Data (Use and Access) Act (2025)

Please read through this form and only sign if you are happy with us recording and storing information about you.

In using Bucks Students' Union Advice Centre, we will collect information provided by you, and any additional personal information gained during consultations with our advisers, to create a case record of your individual circumstances and advice issued. This personal information may be cross referenced from your student record, provided by the University at enrolment. The Advice Centre will not share your data with third parties without your explicit consent. Full information on our data processing is available to view in our Student Privacy Statement at bucksstudentsunion.org/privacy.

Storing your data: The record of your case will be stored in a cloud-based solution by Advice Pro with individual user accounts that is only accessible by staff in the Advice Centre team.

Sharing your data: We will not share your data outside of the Advice Centre team unless you have given us consent to share. The exceptions to this are if we feel there is a serious risk of harm to you or others, there is a conflict of interest or during an external audit (see Confidentiality Policy).

External auditing: In the interest of providing a safe and professional service, we are audited every two years for the Advice Quality Standard. The external auditor will view a number of case records. The auditor has no connection with the University and will be bound by our Confidentiality Policy.

Access to your records: You have the right to have access your case records. You should aim to complete a Subject Access Request Form and send this to sudataprotection@bnu.ac.uk. Although you can request access to your data in several ways, we will still need you to verify your identity to ensure we are releasing data that we hold to the correct person. We can supply the information to you electronically in a PDF format or a paper copy and this will take no longer than one month. We will not charge for this.

Can I withhold my consent? Yes, we will not record your information unless you provide your consent. However, this may limit the service we can offer you depending on your issue.

Can I withdraw my consent once given? We will consider written requests to withdraw on a case-by-case basis depending on the advice given. If we feel that there is no risk of future legal proceedings we will delete your records on request, but will keep your written request for our records for six years.

Destruction of records: We keep records for a period of six years from last contact in case of future legal proceedings, but erase all data after this period.

Complaints: If you have any concerns about how we use your data or about the service you have received please contact the Student Experience and Advocacy Manager or use the Students' Union complaint procedure which can be found on the Union's website bucksstudentsunion.org.

Statistical reporting: Anonymised statistical reports are created by using your student ID number to create diversity, equality and inclusion statistics and produce outcome figures from the University.

Please tick to indicate yes:

☐ I give my consent to the Advice Centre storing information about me.

☐ Adviser explained consent form and verbal consent obtained. (Adviser to sign and date form and send copy to student.)

Print Name: _____ Student ID:

Signature: _____

Date: _____

(Please let us know if you would like a copy of this form.)

