

# The University of Bradford Mental Health and Counselling Service

## Record keeping and requesting access to Counselling and Mental Health Advice records – policy and procedure for clients

All records are the property of the Counselling and Mental Health Service but, in compliance with UK GDPR and Data Protection Act 2018, you have a right of access to all records kept about you. Our Privacy Notice explains what data we hold about you, why, and how you might access it.

This policy and procedure give more detail about the information we hold about you, and explains how you might access your records, should you wish to.

### Confidentiality

The information we hold is kept confidentially. It is only in cases of serious risk of harm that there is ever any question of information being passed on without your explicit consent, or where the courts require us to provide information by law.

### Where we store information

All information is stored in an online password protected database (Titanium), accessible only by members of the Counselling and Mental Health Service team. The service adheres to the BACP Ethical Framework for the Counselling Professions.

### Information collected and held in the service

- **Contact information and wellbeing questionnaire:** When you approach us you are asked to complete an online registration form, providing name and contact details. You may also be requested to complete a CCAPS or CORE 10 initial and final assessment to support us in understanding your levels of wellbeing.
- **Demographic data:** Demographic data including age and gender is collected for use in anonymised statistical analysis and reporting. This is used to support service monitoring and access.

- **Session notes:** These are brief and factual confidential records written by the Counsellors/Mental Health Advisors about the content of the sessions they undertake with you. We collect this information to support how we work with you and maintain a record of any other support we have offered or connected you to.

If you see a Mental Health Advisor and apply for Disabled Students' Allowance or have a Learner Support Profile in place, records will also be kept on university systems. These will also be accessible by the Disability Service.

### **How long we keep information for**

As a client, all information held about you is securely disposed of after 7 academic years unless you are still active within the service.

### **If you wish to access your records**

- We advise firstly that you discuss with your Counsellor or Mental Health Advisor what you are requesting your records for, to consider the potential impact of releasing your records.
- If you wish to continue, we will send you a release of records request response to be filled in and returned.
- You can arrange another appointment where you and your Counsellor or Mental Health Advisor can go through the records.
- If you agree that releasing a copy of the records is appropriate, you will need to sign the release of notes consent form. You will also need to produce valid photographic ID such as a passport or driving licence. If you do not have either of these forms of ID, please contact us for advice.
- Records of what is discussed and agreed to will be kept in the service, in line with our record keeping practices.