

# Careers and Employability Service

## Confidentiality & Data Protection Statement

The Careers and Employability Service [CES] holds information on students, staff, and graduates. This information is generated either by the individual themselves when supplying paper based or electronic information, or by staff in supporting students, staff, and graduates. The CES complies with the terms of the Data Protection Act 1998 and the Freedom of Information (Scotland) Act 2002.

The CES works in accordance with the Association of Graduate Advisory Services (AGCAS) [Code of Practice on Guidance](#). The guidance process is confidential and any personal information will not be passed on without the individual's prior permission. However, at times there will be limitations placed on confidentiality as outlined below.

### 1. Confidentiality

The Careers and Employability Service respects the right of confidentiality of students, graduates, and Staff using the CES.

In practice, this means that

- i. The CES respects the right of individuals who use the service to be able to discuss or divulge matters of a personal or confidential nature with the confidence that such information will be treated with the utmost confidence.
- ii. We will not disclose anything about the nature or content of your contact with the Careers and Employability Service to anyone outside the Service, unless you agree that we do so. For example, discussions with a Careers and Employability Consultant will be treated in the strictest confidence and will not be revealed in any part to anyone outside of the CES unless specifically requested by the client. (other than when there is imminent, grave danger to you or to someone else).
- iii. Careers and Employability Service staff will not pass on personal information about clients (including information relating to attending an appointment) to anyone outside the Careers and Employability Service (including academic staff, relatives, friends or external agencies) without their permission.
- iv. The Careers and Employability Service use an external provider of to allow students to access details of graduate vacancies, internship and work experience opportunities, part-time jobs and volunteer opportunities and to sign up to career related events. To enable students to use this service a limited amount of personal data is transferred to the external service. Individuals have the right to opt-out of this service at any time. If you would like further information about this or would like to opt-out of this service

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please contact: Careers and Employability Service, Tel: 01786 466022,  
email: [careers@stir.ac.uk](mailto:careers@stir.ac.uk)

- v. Statutory bodies periodically require the CES to collect information from graduates/students.
  - a. The Higher Education Statistics Agency requests information concerning graduate destinations. However, the conditions under which this process is carried out are bound by the Data Protection Act and graduates are advised at the time of the request about the way in which the information will be used.
- vi. All records are confidential to the Service and no one outside the Service will be able to access any records without your written consent or except when required to do so by law (you have right of access to your own record under the Data Protection Act 1998). We will take all reasonable steps to safeguard the security of any information about you that we hold in electronic format. We will destroy all written and electronic records after eight years.
- vii. We will ensure that all statistical information given to third parties (for example, for Service evaluation purposes) is produced in an anonymous format so that individuals cannot be identified.
- viii. In any of the above circumstances, staff will seek to obtain a client's consent prior to disclosure of any personal information, but, if the crisis or danger is sufficiently serious or acute, the information will be disclosed without the client's consent. Under all circumstances the information that is disclosed will be kept to the minimum necessary for effective response to the situation.
- ix. E-mail contact details may also be obtained to allow appropriate follow up, including forwarding presentations or other information from employer events

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### 2. Record Keeping and Data Protection

The Careers and Employability Service records basic information (for example, name, course, contact details and other biographical information) for administrative purposes; this information may be held on paper and/or electronically and is used to produce anonymous statistical information about users and use of the Careers and Employability Service. The Careers and Employability Service has formal guidelines for not holding personal records longer than it deems necessary; this is informed by current data protection legislation, the University's Codes of Practice and guidance from relevant professional bodies

### 3. Personal records

During formal discussions with careers staff, clients may provide information of a personal and sensitive nature concerning, for example, finances, disability, a medical condition or personal concerns or difficulties. A record of the discussion may be kept to ensure that the appropriate guidance or response is provided, particularly at any subsequent visit. Notes may record the points or key issues raised, the advice or information given by the adviser, relevant background information, any action to be taken, and details of any follow-up action together with any related correspondence; points of concern may also be noted.

### 4. Request for information relating to individuals

Under the terms of the Data Protection Act 1998 clients have the right to ask the University for any information held about themselves as an individual. If they wish to make an enquiry about data that relates to themselves, they must obtain the University's **Subject Access Request Form**, which is available from the Data Protection Unit, University of Stirling, FK9 4LA (**email** [data.protection@stir.ac.uk](mailto:data.protection@stir.ac.uk)).

### 5. Further information and Complaints

If you have any concerns about data protection or confidentiality matters please raise them with any member of staff. If you have any concerns or complaints about how information you have disclosed has or has not been used please write to Pam Crawford or Lesley Grayburn, Joint Head of Careers and Employability Service, University of Stirling, Stirling, FK9 4LA.