



International Student Advice Service Confidentiality Statement

The university is committed to providing a free, confidential advice service to international students. Information given by students to international advisers is not passed on to third parties outside of the International Student Advice Service (ISAS) except in the following exceptional circumstances:

- The provision of the information is required by law
- It is thought that there is a risk of physical harm to the student or others

Students' case records are securely locked away at the end of each day. This includes notebooks, copies of correspondence and any other sources of information. Computer records are held secure and appropriately protected to ensure that no personal details disclosed to the advice team can be accessed.

In order to monitor the demand for the service and also identify any practical or policy problems, the university records statistical information on the international students advice service. This statistical data is produced in a format in which students' details are anonymous.