

Reuben College Confidentiality Policy

Agreed by Equality, Diversity, Inclusion & Welfare Committee 26th February 2025

The College follows the University's Guidance on Confidentiality in Student Health and Welfare (approved December 2024) which can be found here: [Guidance on Confidentiality in Student Welfare v3 MT24.pdf](#)

In the College context there are a number of key postholders to whom it is normally advisable to refer complex cases to in the first instance, and who then may in turn liaise as appropriate with University postholders such as the Director of Student Welfare and Support Services (SWSS), Head of Counselling, Head of Disability Advisory Service (DAS), or Doctor (GP). There are

the College's Welfare Dean (welfare.dean@reuben.ox.ac.uk) or, if unavailable,

the College's Senior Tutor (senior.tutor@reuben.ox.ac.uk)

Where, in the University Procedures, University postholders are mentioned (such as Director of SWSS) it is usually advisable (but not mandatory) to consult first with the College's Welfare Dean (who is also a Harassment Advisor) or Senior Tutor (who is also the College's Disability Lead).

For cases of Disclosure to Police and other Law Enforcement Agencies and/or Serious Crime (paragraph 16) the College's Bursar (bursar@reuben.ox.ac.uk), who is also the College's Data Protection Lead, may alternatively/additionally be contacted.

Similarly, references to University procedures and policies should, in the College context, be taken as needing reference as to parallel college procedures and procedures, such as (but not exhaustively):

Data sharing agreed in the student contract with the College (Guidance para 3.3)

College Policy on accessing student (and trusted contact) contact details (Guidance para 8)

Student Tragedy Procedure (Guidance para 17)

In certain circumstances students may need to be contacted urgently. Their telephone details, and trusted contact details, are accessible under terms of use which are strictly defined. Therefore, access to this sensitive data is restricted and should be gained only infrequently. Contact details should not be passed on and calls to a student's home number or trusted contact number should only be made by a Senior College Officer (with careful reference to the University's and College's confidentiality policies) and the student should normally be informed.

It is important that all members of College should be careful about speaking to the media, especially when there is a risk that confidential or special category data might be inadvertently disclosed. Only the President, Vice-President, Senior Tutor, Bursar, or delegated staff, should respond to media enquiries regarding sensitive welfare cases, and in turn will liaise with the University's Public Affairs Office as appropriate.