Confidentiality Policy

The Counselling and Wellbeing team will not disclose any information about you to anyone else without your prior written consent, except in the instance of significant risk of harm or where a crime has been disclosed.

We work closely with GP’s and other relevant support services to help maintain your wellbeing and the safety of others. We would only liaise when it is necessary for this purpose or otherwise lawful to do so.

Without consent the support we offer maybe limited. We will seek to discuss this with you beforehand and where necessary ask you to sign a coordinated support form.

Exceptions

The team may disclose information in certain exceptional circumstances:

- Where not to do so would break the law
- Where you or others may be at risk.
- Where a court order has been received and we are required to disclose information.

We aim to consult with you, however, in some circumstances this might not be possible.

Your records

The service keeps paper records (prior to September 2017)/ Computerised records post September 2017

This includes:

- Brief notes of each contact
- Copies of significant documentation ie: emails, letters, sent by or to us.

The records are kept in a secure location for a max of 6 years and then destroyed.

If you request information please contact imps@reading.ac.uk.

Client Agreement read and Signed: …………………………….. Date: ……………………………..