

## **The University of Manchester's Policy on dealing with enquiries from 'third parties' about our students – including those in residence.**

The University receives many enquiries about students and we take great care when assessing what information can and can't be divulged and discussed. You may not think of yourself as a third party when you are contacting us with a concern about your son, daughter, relative or friend, but, as adults, all of our students are entitled to be confident that their personal information is properly handled in accordance with the Data Protection Act 1998.

### **WHAT WE CAN'T DO**

Unless we have the person's specific consent to do so, we are unlikely to enter into a discussion about an individual student's:

- Well-being
- Whereabouts
- Academic progress or results
- Nor will we provide their address, telephone number or any other contact information.

### **WHAT WE CAN DO**

We may take your contact details so that we can make enquiries and return your call. We will be happy to provide general information about the University's services or facilities and our systems for providing support to our students. The information below may be helpful.

- School websites
- Counselling Service
- Disability Support Office
- Hall pastoral care
- Academic Advisory Service
- Office of Student Support and Services

If the person you are enquiring about is studying with us, we may pass on a message on your behalf, or we may ask them to contact you. We won't necessarily confirm to you whether or not they are studying with us. Where an enquiry about a student causes us concern we will pursue it until we are satisfied as to the well-being of the individual student. In circumstances where we have determined that there is reason to be concerned about a student, we may then discuss that person's situation with third parties. Where our enquiries have established that there is no need for concern, we may tell you, but we will not give details.

Staff are trained to be helpful but cautious, and to make the best interests of the student their priority.