

Use of Student Emergency Contact Information

- 1 All students are asked to voluntarily provide details of an emergency contact when registering for their course. This information is held on the basis of 'legitimate interest' in accordance with data protection legislation on the University's student record system.
- 2 Students are asked to keep these details up to date and may change these details and other personal details at any time by logging onto their student record.
- 3 Students can nominate anyone they choose to be their emergency contact - it need not necessarily be their legal next of kin. Students should ensure that the emergency contact is prepared to be an emergency contact and has given permission for their contact details to be provided to the University and used in line with this policy.
- 4 Emergency contacts will not normally be updated about academic progress or any other aspect of the student's life at University. Contact details will be only be used in exceptional circumstances such as when there is an immediate or significant health or safety concern. Examples of circumstances when a decision might be made to use emergency contact details include, but are not limited to:
 - admission to hospital (NB. The University is not always aware when a student has been admitted to hospital)
 - serious concerns about the physical or mental health and wellbeing of a student
 - when a student is 'missing'
 - student death
- 5 The University will not usually get in touch with the emergency contact direct but will pass the details onto the appropriate statutory service whose role it will be to make a decision as to whether or not to get in touch with the emergency contact.
- 6 Wherever possible, the permission of the student will be sought prior to the University passing the contact's details on to statutory services. If it is not possible for consent to be obtained (e.g. because the student is incapable or unconscious) or if permission is denied, in very exceptional circumstances the University may still go ahead and release the emergency contact details.
- 7 If a member of staff considers a situation to be so concerning that there is a need to get in touch with a student's emergency contact they should in the first instance discuss the case with the Head of Student Support and Careers Services. In all cases where it is considered necessary to get in touch with an emergency contact but the consent of the individual student has not been obtained, a decision as to whether or not to release contact details to statutory services will be taken by the Head of Student Support and Careers Services or depute.
- 8 Any contact with statutory services will be made by the Head of Student Support and Careers Services or depute personally unless otherwise authorised.
- 9 For students who are under eighteen years old, the University may, in certain circumstances, be obliged to contact the student's parent/guardian direct. In any such case a decision to make contact will be made by the Head of Student Support and Careers Services or depute.

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