



The University of Bradford and Bradford College Counselling and Mental Health Service

Record keeping and requesting access to Counselling and Mental Health Advice records policy

All records are the property of the Counselling and Mental Health Service but, in compliance with UK GDPR and Data Protection Act 2018, you have a right of access to all records kept about you. This Act requires us to inform you of the data we hold about you, whether you can access it, and how you might do this. The information we hold is kept confidentially. It is only in cases of serious risk of harm that there is ever any question of information being passed on without the explicit consent of the client, or where the courts require us to provide information by law. The Service adheres to the [BACP Ethical Framework for the Counselling Professions](#).

Records kept in the Service

- **Registration details.** Service users are asked to complete an online registration form, providing names and contact details. This information form is stored in a password protected Database (Titanium), accessible only by members of the Counselling and Mental Health Service team.
- **Demographic data.** All demographic data, which will be used anonymously for statistical analysis and reporting, is stored on Titanium. Access to Titanium is restricted to the Counselling and Mental Health Service team and cannot be accessed outside of this Service.
- **Records of the sessions.** Counsellors and Mental Health Advisors keep brief confidential records about the content of the sessions they undertake with service users which are entered onto the client's file on Titanium after every session.

If you see a Mental Health Advisor and apply for Disabled Students' Allowance or have a Learner Support Profile in place records will also be kept on University systems. These will also be accessible by the Disability Service.



- **Time scale for storage of records.** All CMHS service user information is deleted after 7 academic years unless the service user is still active within the service.

If you wish to access your records

- We advise firstly that you discuss with your Counsellor or Mental Health Advisor what you are requesting your records for to consider the potential impact of releasing your records.
- If you wish to continue we will send you a release of records request response to be filled in and returned.
- You can arrange another appointment where you and your Counsellor or Mental Health Advisor can go through the records.
- If you agree that releasing a copy of the records is appropriate, you will need to sign the release of notes consent form. You will also need to produce proof of identity.
- Records of what is discussed and agreed to will be kept in the Service.

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