

Student's Trusted Contacts

At the University of Greenwich your health and wellbeing is important to us therefore we ask you to provide us with a trusted contact in case we need to contact someone as we have serious concerns about your safety, health and/or wellbeing.

Family members, carers and other people who you trust can play an essential part in supporting a student who is at risk or where there may be serious concerns.

All students must provide us with a trusted contact when they register. You will get an opportunity to update your trusted contact information each time you register with us and you can also change this at any time by logging into the [Portal](#) and going to the Student Records section, then Personal Information and then View / Update Emergency Contacts. If you are unable to do this yourself, you can visit your nearest Student Centre or submit an enquiry in our [Digital Student Centre](#)

Trusted contact information is held in accordance with the University's fair processing notice, current UK data protection legislation our [Student Privacy Notice](#) and our [Prospective Student Privacy Notice](#).

Who can be a trusted contact?

A trusted contact should:

- be aware that they have been nominated as a trusted contact;
- be available and prepared to support the student if called upon;
- understand the student's medical and social history;
- Trusted contacts can be a parent, guardian, spouse, other close family member or somebody who you feel would be able to provide support to you and respond to the University should we need to contact them.

Students should provide their Trusted contact's:

- mobile phone number
- landline
- email address
- Full postal address

You can update your trusted contact details at any time by logging into the [Portal](#) and going to the Student Records section, then Personal Information and then View / Update Emergency Contacts. If you are unable to do this yourself you can visit your nearest Student Centre or submit an enquiry in our [Digital Student Centre](#). trusted contact. It is important that this information is kept up to date.

Circumstances where we may use your Trusted contact

There are some exceptional circumstances where we reserve the right to use trusted contacts, which includes situations that lead us to have grave concern about a student's wellbeing. Examples of such circumstances may include:

- Where we become aware that a student is (or will be) hospitalised due to an emergency;
- When a student needs to be accompanied to hospital due to a medical emergency
- Where we become aware that a student has suffered a serious injury (this could include self-harm; a suicide attempt, or unsafe use of drugs and/or alcohol in high-risk amounts or combinations);
- If a student ceases to engage with their studies and/or professional support and/or does not respond to a reasonable number of attempts to contact them;
- If the student is reported missing and does not respond to a reasonable number of attempts to contact them
- If we have been made aware a student has an ongoing serious illness (physical or mental), and/or there is evidence their health may be deteriorating;
- If a student is presenting with a level of risk to themselves which falls outside of our staff's professional limits of ability or the limits of ability and duty of care of the University of Greenwich as an Higher Education Provider
- Where there may be a threat to the student concerned, or to someone else as a result of that student's action
- Where there is a risk to the student concerned, or someone else from that student, and the student concerned; cannot physically or legally give consent;
- To take reasonable action to prevent an unlawful act (e.g., harm to someone);
- Where a student needs care or support and the lack thereof is affecting their wellbeing
- Where a student is at risk of harm or neglect, or is experiencing harm or neglect;
- If we think a student cannot protect themselves against harm, neglect or the risk of it.

This list is not exhaustive and every circumstance is considered on a case-by-case basis.

Where a student is under 18 there are specific arrangements which are available [here](#).

Informing third parties

In order to keep you safe in an emergency the University may also pass contact details and relevant information about you to external partners. This can include the police, ambulance service, the emergency department at the hospital or secondary mental health services.

In the event of a suspected or confirmed death, the University will share the trusted contacts' details with the emergency services. They will then inform the next of kin.

Sharing information with parents and supporters

We have a legal duty to protect students' personal data. Therefore, we cannot share any information about them with anyone outside of the University without their consent, unless it is in their vital interests to do so, as explained above.

Although we can only share information about students with parents/supporters in rare situations where there is a serious concern or where we have the student's consent to do so, we can receive information and will always investigate concerns raised with us. If you wish to raise your concerns for a student, please contact wellbeing@gre.ac.uk.

For Apprentices

The University and your Employer have entered into a contractual agreement that governs your apprenticeship, including information sharing provisions to allow them to share information about you with each other. This enables all parties to meet their obligations under your Apprenticeship Training Plan and the ESFA funding rules.

Your employer may be contacted if there is a concern over your wellbeing or progress.