

BIMM UNIVERSITY

A university
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industries

BIMM University Student Trusted (Emergency) Contact Statement



Last approved:

July 2024

Approved by:

Student Experience Committee
Chair's Action

Next review due:

July 2028

1. Providing BIMM University with your Trusted (Emergency) Contact details

To support your safety and wellbeing, we require all students to nominate and provide details of at least one Trusted (Emergency) Contact as part of our annual enrolment process. This is so that we have information readily available in the unlikely event that a situation arises where we consider your health, wellbeing, or welfare to be at risk.

You will need to nominate at least one Trusted Emergency Contact, but we encourage you to provide the details of two people where possible. (A 'primary' Trusted (Emergency) Contact and an alternative for if that person is not available.) It is your choice of whom you nominate (usually your trusted contact(s) will be a parent, family member or guardian), but it is important that it is someone who you know well and with whom your relationship is unlikely to change). Your nominated person/people must be in a position to be able, and willing, to act on your behalf in the event of a serious incident or emergency where we consider your health, wellbeing, or welfare to be at risk.

You should ensure that your Trusted (Emergency) Contact is:

- i. Aware that they have been nominated and that their contact details have been given to the University for this purpose.
- ii. Readily contactable - wherever possible, please provide a mobile phone number as well as a landline so that contact can be made quickly.
- iii. Aged over 18.
- iv. If possible, able to speak English.

Your Trusted (Emergency) Contact details are held on the University's student record system, in accordance with the University's Privacy Notice. It is important that all students keep this mandatory information up to date and you can update it at any time by contacting Student Wellbeing.

2. Circumstances in which the University may use Trusted (Emergency) Contact details to share information

We recognise that you are an individual, with an expectation that information about you is held securely and not shared inappropriately. We will always balance these considerations with your personal circumstances before using the details you have provided and sharing information about you with a Trusted (Emergency) Contact. It is unlikely that during your time as a student we would ever need to get in touch with your trusted contact and share any personal information, but wherever possible we would try and get your consent first.

Under current data protection legislation, we are permitted to share personal information about you without your consent where we believe that this is necessary to protect your vital (immediate) interests or those of another person and where it is not possible to obtain your consent. This usually means that you will have been involved in, or that there is a risk of, an incident or an emergency situation where we believe you or others may come to serious harm. The following are examples of other circumstances in which we might get in touch with your trusted contact and share personal information, but each case is considered on its own merits. These examples include but are not limited to:

- You are exhibiting behaviour that may pose a serious risk to your safety and wellbeing or that of others.
- You have attended or been admitted to hospital in an emergency.
- You have suffered a serious physical injury, including significant self-harm.
- You cease to engage with your studies, and we have been unable to contact you to confirm your safety and wellbeing.
- You have not recently been seen in your accommodation, we have been unable to contact you and you are considered missing.
- You have an ongoing serious illness, and you appear to be deteriorating.
- You are experiencing a mental health crisis.
- A third party has reported significant concerns and we are not able to contact you to establish your safety and wellbeing.
- You have been the victim of a serious crime.

If there are concerns about the health, wellbeing or welfare of a student who is under 18 years old, the University is always obliged to contact the student's parent or guardian.

3. How the University decides to contact a Trusted (Emergency) Contact

Any decision to get in touch with your Trusted (Emergency) Contact or to share personal information without your consent would need to be agreed by a minimum of two members of staff that are on an approved list (these include: Head of Student Wellbeing, Student Wellbeing Manager, Student Wellbeing Coordinator, Counselling Coordinator, Safeguarding Lead), and we would inform you of this, unless to do so would increase the risk of harm to you or another person.

Whenever we share personal information about a student with their trusted contact, we keep a record of the justification for this decision, the nature of the information shared, with whom, and the time and date of the disclosure.

Please note that where you have provided details of more than one trusted contact, we would ordinarily only get in touch with your primary trusted contact, and would only use your second named contact (your alternative contact) in the event of us not being able to get in touch with your primary trusted contact.