

## **You have come to the Students' Union for help, and that is exactly why we are here...**

We want to try and make this as easy as possible for you, but there are some things that we do need to tell you and ask for your agreement on. If we feel as if you are abusing the service, breaking the support statement or agreement then we will withdraw our support and we will not be able to help you any further.

### **Support Statement (what we can and cannot do)**

- We are here to help you but we have a duty to be honest in our dealings with University staff. If we know or suspect that you are being dishonest in your dealings with the University then we will not help you any further.
- We are here to give you honest, impartial advice – we are not here to tell you what you want to hear, but to give you advice based on our experience and the University's regulations and policies.
- We will not discuss your case with panel members (Sabbatical Officers) whilst it is in progress and you should not do so either.
- The Students' Union staff will not tolerate violent or abusive language or behaviour.
- Everything that you disclose to our advisors will be kept confidential or on a need-to-know basis (please see support agreement below where we outline that we may need to speak to the University about your case).
- However, if you tell us something that indicates that you may be a harm to yourself or others, we have a duty of care to report this to the University.

### **Privacy Statement (how your data will be used)**

To review the Unions' Privacy statement, please visit our website at [www.ussu.co.uk](http://www.ussu.co.uk)

### **Support Agreement (what you are agreeing to)**

In order for the Students' Union to better support you, we may need to speak with the University or access your information. By placing a tick in each box, you are consenting to the following:

- (1) You agree to our advisors speaking about your case, where relevant, with University teams, such as your academic department, Disability and Neurodiversity Services, or Centre for Wellbeing. This allows us to provide better support and advice and we will inform you which department we speak to, prior to us contacting them.
- (2) You agree to our advisors accessing your student record. This can give our advisors a better idea of your case and current status

If you change your mind on either point, you can withdraw this consent at any time by contacting your advisor.

You are also agreeing that you have read and understood the points in the above support statement.