

PRIVACY STATEMENT

Student Services

Purpose

This statement provides information about how the Royal College of Music processes personal data for students using the services offered by RCM's Student Services department, including RCM's Counselling Service. Full details of our services are available on the [RCM's website](#).

The lawful basis for obtaining and using your personal data

The legal bases for processing your data, in line with the UK General Data Protection Regulation, are as follows:

- for the performance of a contract
- to protect the vital interests of the data subject or of another natural person
- for the purposes of the legitimate interests pursued by the controller
- for compliance with a legal obligation

Where did your data come from?

The Student Services Department has access to the information you provided to the RCM when you applied for a place and registered. Student Services may also hold other information about you when you access our services, to ensure we can provide appropriate and consistent support. This is all held securely within the Student Services department and may include the following:

- information you share about yourself on a counselling self-referral form
- clinical notes taken by RCM Counsellors and case notes taken by other Student Services staff
- information relating to disability and learning support requirements, including Learning Support Agreements Personal Emergency Evacuation Plans (PEEPs), Specific Learning Difference (SpLD) screenings, diagnostic assessment reports, medical letters (including fitness to study letters) and documents relating to Disabled Student's Allowance (DSA)
- Hardship Fund applications (including any supporting evidence)
- Serious Incident Review reports

Why do we need your data?

- To assist in the management and delivery of the services we provide to students
- To enable us to implement any support requirements and/or fulfil our duty of care to students
- To keep you informed of the activities of the Student Services department
- For the purposes of quality assurance, monitoring and reporting

What do we do with your data?

We securely store your data in accordance with the Data Protection Act 2018 and the UK General Data Protection Regulation (GDPR).

Your data will be kept by the Student Services department in accordance with RCM's Data Retention Policy after which time it will be deleted/archived.

For more information about how the RCM Counselling Service operates in terms of confidentiality and data protection please see the Counselling Service Code of Practice on Confidentiality and Data Protection.

Who can access your data?

Data	Who can access this	Who might it be shared with?
Learning Support Agreements and Personal Emergency Evacuation plans	Disability Advisor Student Services Manager Student Services Assistant	Relevant RCM staff or third parties, on a strictly need to know basis, with the student's consent Anonymised demographic data may be shared with various RCM committees for annual reporting
Specific Learning Difference screenings	Disability Advisor Student Services Manager	SpLD diagnostic assessor for purposes of referral
Records relating to Disabled Student's Allowance (DSA) documents, diagnostic assessment reports and medical letters	Disability Advisor Student Services Manager Student Services Assistant	No one else, unless student consent is provided
Nature of disability and information about whether a student is in receipt of DSA	Disability Advisor Student Services Manager Student Services Assistant	Relevant staff in RCM's Registry team for the purposes of reporting to the Higher Education Statistical Agency (HESA)
Fitness to study letters	Student Services Manager Disability Advisor	Members of a Student's of Concern Working Group, where appropriate.
Information provided on counselling self-referral forms	RCM Counsellors Student Services Manager	No one else Anonymised demographic data is shared with various RCM committees for annual reporting
Clinical notes kept by Counsellors	Individual RCM Counsellors	No one else
Case notes kept by Student Services staff	Student Services staff	No one else
Hardship Fund applications (and supporting evidence)	Student Services Manager Student Services Assistant Student Support Committee	No one else Anonymised data is shared with the Henry Wood Accommodation Trust for annual reporting
Serious Incident Review Reports	Student Services Manager Attendees of a Serious Incident Review meeting	No one else

When we may share your data

We will treat all information you share with us in confidence with sensitivity and respect. We will not normally pass on any information to anyone outside of the Student Services Department without your consent. However, in certain circumstances it may become necessary to disclose to a third party. Where possible and appropriate this will be discussed with the student first. Such circumstances may include:

- When a member of the Student Services department believes the student, or someone else, is in danger or is at risk to themselves, to others or to the College (in line with RCM's Mental Health Policy)
- When there are significant concerns about a student's wellbeing or engagement in studies
- When the Policy on Students of Concern has been initiated and it is necessary to share information with the Working Group, on a strictly need-to-know basis
- If a student imparts information relating to criminal activity or planned criminal activity (including terrorism)
- When a disclosure is required by law, in line with the Data Protection Act 2018
- When the student is under 18 and there is a child protection concern
- If a student is in breach of their visa conditions and our duties as a tier 4 sponsor require us to notify UKVI

How can you access your data?

Students can request to view any data held by the Student Services Department under the provisions of the UK General Data Protection Regulations (GDPR). Please speak to the Student Services Manager in the first instance.

This privacy statement was last updated in September 2026