



INDEPENDENT STUDENT ADVOCACY SERVICE

We Listen. We Support. We Empower.
adventadvocacy.co.uk/students

UNIADVOCATES REFERRAL FORM

This advocacy service is not an emergency, crisis or clinical mental-health service. It does not provide immediate support where there is a risk to life or serious harm. In an emergency call 999. For urgent mental-health support, contact the NHS urgent mental-health helpline, NHS 111, or the relevant local crisis service.

Please use this form to make a referral to our UniAdvocates service and email it to student@adventadvocacy.co.uk or post to:
Business Central, 2 Union Square, Central Park, Darlington, DL1 1GL

We aim to respond to referrals within 5 working days.

Please note that if your university does not have a partnership with us, then the support we are able to provide will be limited to 'signposting' only and we will be in contact at our earliest opportunity. Do please ensure that you fill out a referral form, as this strengthens our position when approaching prospective new partner organisations.

SECTION A - Self Referral (student making a personal referral)

Are you currently a student?	Yes	No
Are you requiring support for yourself? (If you are making a referral on someone's behalf, please refer to Section B)	Yes	No
Student Name		
University/Course Provider		
Course Title		
Address		
Email Address		
Telephone Number		

CONFIDENTIALITY AND INFORMATION SHARING

Information you share with your UniAdvocate is confidential. We will not normally share it with your course provider, wellbeing team or other agencies without your consent.

We may share information without consent if required by law or where necessary to address a serious safeguarding concern or risk of harm. Where possible and safe, we will discuss this with you first.

Please see **"How we use your information"** for more details.

Please provide an overview of the situation that needs our support.

Signed	Date

SECTION B - making a referral on behalf on someone else

We do need to let you know that we WILL NOT provide you with any information provided by the student referred without the student's explicit consent (or we are legally obliged to do so) - please provide your details below:

Referrer's Name		
Relationship to Student		
Job Title		
Organisation		
Email Address		
Telephone Number		
Is the student on roll at college or university?	Yes	No
Student Name		
University/Course Provider		
Course Title		
Preferred contact method		
The student has consented to you referring them to the Student Advocacy Service and the written consent is attached (This is essential - please tick the relevant box).		
Yes	No	

Please provide an overview of the situation that needs our support.

Signed	Date

Thank You!

@uniadvocates



HOW WE USE YOUR INFORMATION

Advent Advocacy will handle the personal information provided in this referral form securely, confidentially and in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and our Privacy Notice.

We use your information to:

- **assess and process your referral;**
- **contact you and arrange, provide and review advocacy or support services;**
- **maintain accurate service records;**
- **safeguard you or others where necessary; and**
- **meet our legal, regulatory, funding, reporting and quality-assurance obligations.**

We will only use and share your information where we have a lawful basis to do so. Depending on the circumstances, this may include that processing is necessary to provide the requested service, comply with a legal obligation, protect someone's vital interests, carry out a task in the public interest, or for our legitimate interests. We will ask for your consent where this is appropriate and required.

Some information collected through a referral may be **special category data**, such as information about your health, disability, racial or ethnic origin, religion, sexual orientation or other sensitive circumstances. Where we process this information, we will identify both a lawful basis under Article 6 UK GDPR and an additional condition under Article 9 UK GDPR.

WHEN WE MAY SHARE INFORMATION

We do not sell your personal information or share it for marketing purposes. We will only share relevant information, and only where necessary, with:

- **professionals or organisations involved in providing or coordinating your support, where you have agreed or where another lawful basis applies;**
- **our contracted service providers, such as secure IT, case-management or administrative providers, who process information on our instructions and under confidentiality and data-protection obligations;**
- **funders, commissioners or regulators, normally in anonymised or aggregated form unless identifiable information is necessary and lawful; and**
- **police, safeguarding bodies, courts, regulators or other public authorities where we are legally required to share information, where necessary to prevent or detect crime, or where there is a serious safeguarding concern or immediate risk of harm.**

Where possible, we will discuss information sharing with you in advance. However, we may share information without consent where this is necessary or permitted by law, including to safeguard you or another person.

YOUR RIGHTS AND CHOICES

You have rights over your personal information, including the right to ask for access to it, correction of inaccurate information, deletion in certain circumstances, restriction of processing, data portability where applicable, and to object to some processing. You also have the right to complain to the Information Commissioner's Office (ICO).

If we rely on your consent, you may withdraw it at any time. This will not affect the lawfulness of processing carried out before you withdrew consent. Please note that withdrawing consent may mean we are unable to provide some or all of the requested service, where consent is necessary for that particular activity.

For more information about how we use, retain and protect your personal information, or to exercise your rights, please see our Privacy Notice on our website.