



Immigration Advice Confidentiality Policy – October 2024

The Student Advice and Engagement Team works within a strict code of confidentiality as outlined in GDPR and following the Office of the Immigration Service Commissioner (OISC) code of standards. LSE is a member of the UK Council for International Student Affairs (UKCISA) and we subscribe to the UKCISA / AISA Code of Ethics.



We are regulated to give immigration advice under OISC guidelines. OISC (Office of the Immigration Services Commissioner) is an independent organisation that monitors immigration advice and services. We attend regular training to be able to do this.

Any information about you is kept confidential to the service. You can find out more about the members of the team [here](#).

Location

The Student Advice and Engagement Team is located within an open plan office in the Student Services Centre (SSC). The SSC consists of the following teams:

- Student Services Events
- Student Records
- Student Exams and SSC Support
- Student Regulations

If you use our service in person, other members of the SSC may be aware that you have contacted our team. If you attend our drop-in service in the SSC it is an open public space. We can offer individual appointments in a private room within the SSC or virtually, if you need to discuss personal or private details about your situation.

Anything discussed in our meetings, all records of advice and communication with you remains confidential within our team.

We will only share information about you in the following circumstances:

1. you have given your explicit verbal or written consent; or
2. when you are refused a Student visa;

3. where we are required to do so by law - this includes any situation which may impact on the LSE Student license or Skilled Worker license;
4. when we believe you or someone else may be in danger;
5. when the Home Office contact us regarding your immigration status/verification for the Graduate Route.

We will always seek your consent or inform you if we were required to speak to the Home Office. There may be circumstances where we may need to raise your case as a Student sponsor and for safety purposes. If you are contacting us via our Live Chat facility, we will assume consent has been given.

Liaison and correspondence

We may need to communicate with someone outside our team – for example staff in your academic department. Before we do this, we will agree what information we will share and will offer you the chance to approve any written information or communication before we send it, if this is necessary.

Consultation

Our team will discuss your case together. If we need to contact an external agency regarding your case, for example UKCISA, we will not identify you by name.

Record Keeping and Data Protection

OISC rules state we must keep a record of any immigration advice that we give you. Electronic records are stored within areas with restricted access. This includes all e-mail advice. Case notes (not kept on paper since 2015) are kept securely with access restricted to the Student Advice and Engagement Team. After seven years they are securely destroyed unless you are still sponsored by LSE on a Student visa.

Under GDPR you have the right to see notes that we keep about you. If your notes contain references to other people, this information will not be available to you.

Statistics

We keep records of students who use our service. These details are used anonymously in any reports.

Gifts

Immigration Advice is provided free of charge. We can only accept gifts of nominal value, when there is no intention to influence our conduct. Gifts to staff are recorded in-line with institutional policy. A list of names and gifts are sent to the LSE Academic Registrar explaining at what point the gift was given. No other information about you or your case is disclosed.