

Emergency Contact Information

It is important that you keep your personal contact details up to date on myUniHub so that the University can best support you through daily University processes.

This is a matter of considerable interest to your own personal safety, to your friends, family and other supporters, the University sector and the media. We therefore strongly recommend that, where possible, you include an emergency contact. An emergency contact could be a parent, guardian, carer, partner or spouse, but could also be any other responsible supporter close to you including a family member, close friend (ideally who is not an MDX student), or even your GP (doctor). Wherever possible, your emergency contact should be somebody living in the UK.

You should ensure that the individual has given their consent to be your emergency contact. In very rare instances, if you were to come to harm or become unwell, the university would need this contact information to support you. Where possible, the University would always aim to seek your consent ahead of contacting your emergency contact, but this may not always be possible and contact may be made without your consent where there are serious concerns for physical or mental health, wellbeing or safety.

For more information and examples of scenarios, read the following procedure. You can update your emergency contact at any time through myUnihub.

Emergency contact procedure

The guidance below will explain how information provided in the Emergency Contact section on myUniHub will be used.

- You should ensure that the Emergency Contact is aware that the University is holding their contact details and that the details are up to date.
- You can amend your nominated person at any time on myUniHub.
- We encourage you to review your emergency contact preferences at the start of each academic year as a minimum.
- The University will only make contact without your consent in situations where there are serious concerns for physical or mental health, wellbeing or safety. For example, situations such as, but not limited to:
 - where the University is aware of an emergency admission to hospital of the student.
 - where, in the opinion of the University, it is not possible to reasonably keep you safe, where they may be a threat to their life or others, and assistance from the Emergency Contact is needed.
 - where serious physical or mental illness or concerns about behaviour might mean that someone is seriously unwell.
- The University will not make contact in situations such as, but not limited to:
 - academic progress concerns.
 - poor lecture attendance.