



# STUDENT LIFE CONFIDENTIALITY AND PRIVACY STATEMENT

The University of Adelaide Student Life – Counselling Support provides confidential and professional support to students enrolled at the University of Adelaide.

## Confidentiality

Information regarding your attendance at Student Life – Counselling Support or consultation details will generally not be disclosed without your consent.

However, you should be aware that information relevant to your care and well-being may be shared between Student Life staff, so that we can work together to provide you with the best possible service.

In accordance with professional responsibilities and/or legislation, we may need to disclose details to other persons within the University or external to the University in the following circumstances:

- we have a reasonable belief that there is a risk to your health or safety or that of another person
- there is a legal requirement to do so and specifically if you are under 18 years of age
- it is necessary for the University to obtain legal advice

In some of these circumstances, it may not be possible or practicable to seek your consent.

## Privacy

Personal information gathered from you will be used for the primary purposes for which you provided it, and handled by the University, as set out in the University's Privacy Policy ([www.adelaide.edu.au/policies/62](http://www.adelaide.edu.au/policies/62)). If you do not provide the information we request, we may be unable to provide you with services or respond to your requests for additional support or adjustments.

The University may utilise de-identified information for planning or statistical purposes.

Please refer to the University's Privacy Policy for more information, including the types of other entities to which the University may need to disclose personal information; and how you can make a complaint if you feel your privacy has been breached.

## Record keeping

We maintain individual Student Life Files. This will contain records of any contact, key discussion points, outcomes and other relevant information provided during consultation with you. Your Student Life File is kept separate from your University Records.

Any contact with the Counselling Support is not recorded on any University Record.

Student Life Files are retained for a minimum period of 15 years after completion.

## Access to your Student Life File

You may access your Student Life – Counselling Support File by submitting a written request to the Manager: Student Life - Counselling Support. Your Counsellor may meet with you and discuss the content of the file. You will be asked to sign a *Receipt of Personal Case Notes* form when the information is provided to you.

For further clarification on this Confidentiality and Privacy Statement, please speak with your Counsellor or the Manager: Student Life – Counselling Support.

<https://www.adelaide.edu.au/counselling/>