



THE UNIVERSITY
of ADELAIDE
COLLEGE

Counselling Support: Confidentiality and Privacy Statement

Published July 2019



The University of Adelaide College Student Services team provides confidential and professional support to students enrolled at The University of Adelaide College.

Confidentiality

Information regarding your consultation details will generally not be disclosed outside of Student Services without your consent.

However, information relevant to your care and well-being may be shared between Student Services 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 College or external to the College 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, including if you are under 18 years of age;
- it is necessary for the College to obtain legal advice; and
- in any other circumstances as required or permitted by law.

The persons to whom we may disclose your personal information in those circumstances include your family members, your health care providers, enforcement agencies such as the police, and the College's lawyers.

In some cases the recipients to whom we disclose your personal information may be located outside Australia, for example:

- your family members or health care providers may be located overseas; and
- education agents and our other relevant third party service providers may be located in countries including your country of origin.

Privacy

Personal information gathered from you will be used for the primary purpose of providing counselling to you, and will be handled by the College in accordance with the [College's Privacy Policy](#). If you do not provide the information we request, we may be unable to provide you with counselling or respond to your requests for additional support or adjustments.

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

Please refer to the College's Privacy Policy for more information, including more information about the types of other entities to which the College 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 Files. These contain (among other things) records of any contact, key discussion points, outcomes and other relevant information provided during counselling with you.

Confidential and sensitive information about you (including in respect of counselling you receive) is stored securely and separately from other information that the College holds about you. Access to confidential and sensitive information about you is restricted to a small number of individuals and is not accessible by the general College staff population.

Student Files in relation to health and medical records are retained for at least the minimum period required by law.

Access to your Student File

You may seek access to your Student File by submitting a written request to the Student Services Manager via the Student Services team (click [here](#) to generate an email to the Student Services team). Before a copy is released to you, you may be required to meet with a counsellor to discuss the content of your file and you must sign a form acknowledging receipt when you receive the copy.

The College's Privacy Policy also contains information about how you can seek access to, and correction of, personal information the College holds about you.

Student Services contact details

For further clarification on this Confidentiality and Privacy Statement, please speak with a Student Services team member or click [here](#) to generate an email to the Student Services team.

The College's Privacy Policy contains information about how you can complain about a privacy breach and how the College will deal with such a complaint.



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