



STUDENT LIFE CONFIDENTIALITY AND PRIVACY STATEMENT

The University of Adelaide Counselling Support service provides confidential and professional support to enrolled students.

Confidentiality

Your participation in Counselling Support is confidential, and information about your attendance will generally not be disclosed without your consent.

However, to ensure you receive the best possible support, relevant information about your care and well-being may be shared among university services where appropriate.

In some cases, we may be legally required to disclose personal information due to a Duty of Care obligation or a court-ordered subpoena. When this occurs, information about your contact with Counselling Support may need to be shared outside the University. In certain situations, it may not be possible or practical to obtain your consent beforehand.

Privacy

The personal information you provide will be used for the primary purpose for which it was collected and managed in accordance with the University's [Privacy Policy](#). If you choose not to provide the requested information, we may be unable to offer certain services or respond to your requests for support or adjustments.

The University may use de-identified information for planning and statistical purposes.

For further details, including the types of entities with which personal information may be shared and how to lodge a privacy complaint, please refer to the University's Privacy Policy.

Record Keeping

Student Life files are maintained for individuals who engage with the service and include records of contact, key discussion points, outcomes, and other relevant information from consultations. These files are kept separate from your official University records.

Student Life files are retained for a minimum of 15 years after service completion.

Related University Policies

[Privacy Management Plan](#)