

# COUNSELLING SUPPORT: CONFIDENTIALITY AND PRIVACY STATEMENT

Kaplan Business School student counsellors provide confidential and professional support to students enrolled at the Kaplan Business School.

## CONFIDENTIALITY

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

However, information relevant to your care and well-being may be shared between Student Experience 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 School or external to the School 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 School 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 School'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 School in accordance with the School'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 School may utilise de-identified information for planning or statistical purposes.

Please refer to the **School's Privacy Policy** for more information, including more information about the types of other entities to which the School 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 records of any contact, key discussion points, outcomes and other relevant information provided during consultation with you. Your Student File contains a confidential and secure area that contains sensitive information that is not accessible by the general School staff population. Student Files in relation to health and medical records are retained for up to 2 years after you have completed your studies, or longer if required by law.

## ACCESS TO YOUR STUDENT FILE

You may seek access to your Student File by submitting a written request to the Campus Manager (see contact details below for your campus). The **School's Privacy Policy** also contains information about how you can seek access to, and correction of, personal information the School holds about you.

## SCHOOL CONTACT DETAILS

For further clarification on this Confidentiality and Privacy Statement, please speak with a Student Experience team member at your campus or email [studentservices@kbs.edu.au](mailto:studentservices@kbs.edu.au)

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

### Adelaide

Level 1, 68 Grenfell Street  
Adelaide SA 5000  
Tel: +61 (0)8 8215 4100  
Email: [adelaide@kbs.edu.au](mailto:adelaide@kbs.edu.au)

### Brisbane

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### Melbourne

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### Sydney

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