

Wellbeing Services

Privacy Notice



Why we collect your personal information

The University of Melbourne's Health Service and Counselling and Psychological Services that are part of Wellbeing Services collect personal and health information in the course of providing our services.

These Wellbeing Services collect and process personal information to:

- assess, support, advise, treat and / or diagnose you and generally provide our services to you
- confirm your student or staff status and eligibility to access our services
- make and change appointments
- support administrative functions associated with our services (e.g. record-keeping, referrals)
- meet our legislative obligations including the Health Records Act (2001) (Vic)
- inform general business analysis, quality assurance, reporting and planning activities (non-identifying information only)

The "processing" of personal information refers to all activities relating to the management of your personal information, from its collection and use, through to its storage and disposal, and everything in between.

How we process your personal information

We will process your personal information as necessary for our legitimate interests, in accordance with applicable privacy laws, and only under the following circumstances:

- for the purpose for which it was collected; or
- a related purpose which you might reasonably expect; or
- where you have consented to the processing; or
- if we are required or permitted to do so by law.

Wherever possible we will collect your personal information directly from you, or at your request or with your consent, from your previous health providers. If you are a student, we may access limited student course and contact details from the University's student system when you register with us to access our services. This occurs in a way that does not identify you to other areas of the University or indicate that you are using our services.

We may share your personal information with:

- if applicable, external entities for necessary administrative and treatment purposes related to your healthcare, including Medicare Australia, your private health insurer and pathology and diagnostic service providers
- where you consent, external parties such as specialist healthcare providers where this is necessary for the management of your ongoing healthcare and treatment, for example to seek a professional opinion, or manage a referral to or from another provider
- other staff within the University in limited circumstances, including:
 - other staff within the service provider you receive services from for purposes related to your healthcare and treatment
 - where you consent, staff within our other Wellbeing Service provider for purposes related to your healthcare and treatment

- other University staff at your request, for example, where the information is relevant to a special consideration application (if you are a student) or an assessment of “reasonable adjustments” if you are a staff or student with a disability or impairment
- government agencies for funding and statistical purposes (non-identifying information only)
- approved research bodies undertaking research with ethics approval (non-identifying aggregated information only)

Except as outlined above, your information will remain strictly confidential and will not be disclosed without your consent unless:

- we reasonably believe that the use and disclosure of your information is necessary to lessen or prevent a serious threat to public health, welfare or safety or a serious and imminent threat to someone’s life, health, safety or welfare; or
- we are required to disclose your information under a legal process such as a court-issued subpoena; or
- we are otherwise required or authorised by law to use and disclose your information.

If you are accessing our services as a student from another educational institution, please be advised that we may need to discuss with your home institution issues that are relevant to the referral and booking arrangements between your home institution and our Service.

In some instances, your personal information may be transferred outside of Victoria or Australia (for example, where providers are located internationally or use a cloud-based system with servers based in international jurisdictions). We take all reasonable steps to ensure that the interstate or overseas transfer of personal information is in accordance with our privacy obligations as outlined in the University’s [General Privacy Statement](#).

If you do not provide the information requested, our ability to provide our services to you may be impaired. We reserve the right to withdraw or not provide our services if we believe they may be compromised by a lack of information or we would be unable to meet our legal obligations.

Further privacy information

Refer to the University’s [General Privacy Statement](#) or [other privacy statements](#) for general information about how we process and protect personal information, including:

- our lawful basis for processing personal information;
- collection, use and disclosure of personal information;
- accuracy, security and storage of personal information;
- retention and disposal of personal information;
- your individual rights; and
- applicable privacy laws.

Refer to the University’s [Online Privacy Statement](#) for information about how personal information may be automatically collected from you, such as through the use of cookies, as a result of your visit to websites controlled by the University.

Your rights

You may request access to, or correction of, your personal information we hold, or exercise your individual rights as applicable under relevant privacy laws, unless this would have an unreasonable impact on the privacy of others or would contravene the University’s other legislative obligations.

If you would like to access or correct your information, please first discuss this with the person who is providing your service. Access to your health or medical records held by the Wellbeing Services generally requires a valid Freedom of Information request. The University must observe the obligations that apply to public bodies in relation to the maintenance and release of medical records under the Health Records Act 2001 (Vic). Such requests are therefore processed subject to the Freedom of Information Act 1982 (Vic). Further details, including how to submit a request, can be found on the University's [website](#).

If you are seeking the transfer of your information to another healthcare provider, we may charge an administrative fee for this service.

If the lawful collection of your personal information is based on your consent, you have the right to withdraw your consent at any time. However, this will not affect the lawfulness of our processing of your information prior to you withdrawing your consent.

Contact

For further information you can contact:

- University Health Service at health-feedback@unimelb.edu.au or calling +61 3 8344 6904
- University Counselling and Psychological Services at caps-reception@unimelb.edu.au or calling +61 3 8344 6927

For further information about how the University manages personal information, and for details of how to make an enquiry, lodge a complaint, or to contact the University's Privacy and Data Protection Officer, please refer to our [Privacy webpage](#), view the [University's Privacy Policy](#) or contact privacy-officer@unimelb.edu.au.

Last updated: 19 January 2022