



**Counseling Center
Office of Student Affairs**

Internal Policy for Record Retention

Counseling Center – AUB

Confidentiality and Record Management:

The Counseling Center staff members follow an ethical code to maintain client related information fully confidential. Clients are informed about our confidentiality, exceptions to confidentiality, and release of information policy during the intake session at the beginning of their treatment.

Hard copies of clients' files are kept in locked cabinets in locked offices that could be accessed only by the counseling center staff members. The Pcs containing soft copies of emails and records are protected by passwords that are changeable every 6 months. Transportation of files, in cases of emergencies, is done by the counselor only.

All hard copy and soft copy records pertaining to clientele are kept in confidence for 7 years after case closure. After that, the records are destroyed by shredding executed by members of the team.

Release of Information:

Releasing of information happens after obtaining the clients' consent. In specific cases, the information is released at the request of the client if referred to another professional or if required by the law.

If the information is mandated by the law, information pertaining to the reason for requesting the information only will be shared.