

Declaration of consent

Dear student,

since April 2020, the psychosocial counselling service of the Studierendenwerk Frankfurt am Main has been offering counselling sessions per video call.

In a video counselling session, the conversation between you and your counsellor is similar to that in the advisory centre. You and your counsellor are merely not in the same place. The conversation takes place in front of your screen without you having to come to the advisory centre.

For the video counselling session, you do not need any special technology: a computer or tablet with a screen or display, camera, microphone and speakers as well as an Internet connection are sufficient. The technical connection runs through a video service provider that your counsellor has commissioned and that has to meet special security requirements. This ensures that whatever you both discuss remains confidential.

Before the initial video counselling session, we will inform you about data protection issues. You will also be informed about necessary technology and what you should arrange for the video counselling session, e.g. good lighting and a quiet background.

Step by step to the video counselling session:

1. You receive an appointment for the RED-connect video counselling session from your counsellor, the Internet address of the video service provider as well as the login code for the video counselling session.
2. On the day of the video counselling session, log in with the provided code approximately 5 minutes prior to the appointment on the website of the video service provider. This should be possible without having to create an individual user account.
3. Upon your login, the video service provider will ask you for your name. Please correctly enter your name. This is the only way we can correctly assign you.
4. You will then be redirected to the virtual waiting room. As soon as your counsellor joins the video counselling session, your counselling can begin.
5. When the session is finished, log out of the website.

Data security:

- The video counselling session is transmitted via the Internet by a so-called peer-to-peer (computer-to-computer) connection without using a central server.
- The video service provider guarantees that during the entire transmission process all contents of the video counselling session are encrypted end-to-end according to the current state of art and are neither viewed nor saved by the provider.
- All metadata will be deleted after 3 months at the latest and will only be used for the procedures required to handle the video counselling session.
- The law prohibits the video service provider and the counsellor from disclosing or making data available to unauthorized third parties.

Declaration of consent – Data protection

Hereby I declare:

First and last name

E-mail

Date of birth

Street / house number

Postal code / city

to have been sufficiently informed about the procedure of the video counselling session, its technical requirements and data protection security aspects. I am aware that the participation in the RED-connect video counselling session is voluntary and that the use of the RED software is free of charge for me.

I assure you that

- the video counselling session will take place in a closed room with a quiet background to ensure data security and an undisturbed procedure;
- at the beginning of the video counselling session, all people present in the room are introduced;
- neither video nor audio recordings during the video counselling session will be made;
- assistants are informed about the protection of confidential information and, if applicable, data protection;
- I have the technical requirements for using the RED-connect video counselling session.

I agree that

the supervising counsellor collects, processes and uses the treatment and health data for the purpose of diagnosing and documenting the video counselling session.

In general, the data protection regulations apply to the indirect contact between the counsellor and the client during the video counselling session analogous to the direct contact at the advisory centre on site.

I am aware that I can withdraw this declaration of consent any time. A written notification to my counsellor is necessary for this.

With my signature, I declare I have given my foregoing consent and have read the attached explanations of data processing during the video counselling session.

(Place, date) (Signature of client or legal representative)