

Video Counselling: Procedure and Declaration of consent

Dear clients,

Video counselling is very similar to your regular counselling sessions – the only difference being that you and your counsellor communicate via digital devices.

In order to use video counselling you need a computer or tablet with a screen, camera, microphone, speakers and an internet connection. The video connection is provided by a third party through your internet browser and needs to meet safety requirements in order to guarantee confidentiality. Before the first session your counsellor will inform you about data protection, technical requirements and how to prepare for your first session (e.g. to choose a place with proper light and quiet surroundings).

Video counselling step-by-step

1. Your counsellor will give you an appointment, the web address to access video counselling and an access code for your session.
2. Please, log into the website at least 5 minutes before your session begins. You will not need to register for an account, but can instead use the access code.
3. The video service provider will ask for your name upon login. For a correct assignment, it is essential that you state it correctly.
4. The website will lead you into the virtual waiting room. As soon as your counsellor is ready, she/ he will initiate the session.
5. At the end of the session, please log off from the website.

Data protection

- During the session, you and your counsellor will be connected via the Internet using a so-called peer-to-peer (computer-to-computer) connection, without using a central server.
- The video service provider guarantees that all content is encrypted end-to-end according to the current state of technology during the entire session and is neither viewed nor stored by the provider.
- All metadata will be deleted after 3 months latest and will only be used for the processes necessary for the video counselling session.
- The video service provider and the counsellor are prohibited by law from disclosing or making data available to any unauthorized third parties.

Next steps:

In order for us to be able to perform the consultation as a video consultation, we need your written declaration of consent.

Please fill out the form on the next page and send it back to us by mail or drop it in our mailbox in front of the Mensa Stadtmitte.



Studierendenwerk Darmstadt

Sozialberatung
Alexanderstr. 4
64283 Darmstadt

Berater*In: _____

Declaration of consent - Privacy policy/Video counselling

I hereby declare

First and surname

Phone number

Date of birth

Address: street

ZIP code, city

Upon being sufficiently informed about the process of video counselling, its technical requirements and its standard of data protection. I am aware that participation in the RED connect video counselling is voluntary and that the use of the RED connect software is free of charge.

I assure

- To make sure that I attend video counselling in closed rooms and quiet surroundings in order to ensure data protection and a trouble-free process.
- To introduce every person present in the room upon the beginning of a session.
- To resign from any picture or sound recordings during video counselling.
- That auxiliary persons are informed about confidentiality and, if applicable, data protection.
- To meet the technical requirements for using RED connect video counselling.

I agree

To the collection, processing and use of counselling and health data by the counsellor for the purpose of documenting the video counselling session. In general, the same data protection regulations that apply for sessions in person also apply for a video session.

I am aware that I can revoke this declaration of consent at any time. A verbal statement to my counsellor is sufficient for this purpose.

With my signature, I declare the above consent as given and that I have taken note of the attached explanations on data processing in the context of video counselling.

City, date

Signature of client