

## **Privacy agreement for counseling at RuT**

Dear advice seekers,

before we can start counseling, we need your consent to process your data:

No personal data appear in the reports or statistics. The data we need from you and note down are only used to contact and refer you to the counseling person(s) and support the ongoing counseling process. Furthermore we create an anonymized statistic on the gender of counseling seekres and categories of consultancy topics.

### **Data transfer**

When you request counseling at RuT e.V., you may have contact with the office, then with the counseling coordinator, who in turn refers you to a counseling person. The contact data you provide directly to RuT e.V. or to the person(s) providing the counseling, such as name, address, e-mail address, as well as the reason for the counseling you describe by e-mail or verbally, may be stored on the mail server or the hard drive of RuT e.V. and, if applicable, on the mail server or the hard drive or a mobile device of the person providing the counseling and will be deleted at the latest one year after the end of the counseling cycle. You can ask the person advising you and/or the coordinator to get a copy of your stored or noted data at any time. Your personal data will not be disclosed, transferred, sold or otherwise marketed to RuT e.V. or other companies or institutions beyond the named contact persons, unless you have given your express consent. This does not apply if the person advising you or your contact persons at RuT e.V. are obliged to disclose and transfer the data by law or by court order.

### **Collected data and storage**

During the counseling sessions, the counseling person will note down personal data that is important for the counseling process in writing, if necessary, and will not transfer it to digital storage media. If the counseling person uses supervision for the work with you, they will present your topic and the course of your sessions in anonymous form to the supervising person. This person is also bound to secrecy.

In the case of couples counseling or relationship counseling, the person(s) providing the counseling decide(s) when and in which setting they will use which information and bring it into the conversation with the respective partner(s)\* in order to promote a successful process. Information that you mark confidential to the consulting person(s) will not be shared with the partner\*.

## **Emails**

Unencrypted e-mails are not secure. If secure data transfer is a prerequisite for you, use unencrypted e-mails only for arrangements, not for contents of the consultation. Send us encrypted e-mails or write a letter instead.

## **Retention and deletion of data, contacting us**

At the end of the counseling cycle or at your request, the counseling person destroys the notes taken during the counseling process. Your contact information, such as name, email address, and topic of counseling, may be kept so that the counseling person can contact you after an appropriate period of time to ask you how the counseling process went for you.

## **Your rights**

(1) You have the following rights regarding the personal data concerning you:

- Right of access,
- right to rectification or deletion,
- right to restriction of processing,
- Right to object to processing,
- right to data portability.

(2) You also have the right to complain to a data protection supervisory authority about the processing of your personal data.

This is the Berlin data privacy supervisory authority: Berlin Commissioner for Data Protection and Freedom of Information, Alt-Moabit 59-61, 10555 Berlin, mailbox@datenschutz-berlin.de, Tel.: +49 30 13889-0

Data protection officer Markus Pleyer from the Joint Wohlfahrtsverband is an external data protection officer. His address is pleyer@paritaet-berlin.de

RuT-Rad and Tat e.V., Managing Director: RuT-Rad and Tat e.V. Schillerpromenade 1, 12049 Berlin, Tel.: 030-6214753, post@rut-berlin.d

## **Personal consultation in the RuT e.V. consultation room.**

Consultations take place (unless pandemic-related contact restrictions prevent it) in RuT e.V.'s own consultation room at Schillerpromenade 1 in Berlin. The door of the room is soundproofed and the window is covered with a translucent screen, thus ensuring a quiet, protected and anonymous setting.

### **Using the Upload of the Data Protection Agreement via Microsoft OneDrive**

We provide a OneDrive upload link (“Upload signed privacy policy securely into the RuT cloud”). Uploading persons do not see strange files. The uploaded files are stored in our Microsoft-365 client and processed by Microsoft Ireland Operations Limited as a processor (according to Microsoft Data Protection Addendum incl. standard contractual clauses). Purpose: receipt of documents for the mediation and implementation of advice by the advisory board of the core project of Rad und Tat e.V.. Legal basis: Art. 6 para. 1 lit. b GDPR (Contract/Initiation) or lit. a (Consent), for special categories additional Art. 9 para. 2. Deletion after one year; legal retention remains unaffected. Data subject rights: information, correction, deletion, etc.

Responsible person: RuT – Rad und Tat e.V., Schillerpromenade 10, 12049 Berlin, Email: [Beratung@RuT-Berlin.de](mailto:Beratung@RuT-Berlin.de), Phone: 030 – 621 47 53

Recipient/processor: Microsoft (Microsoft Ireland Operations Limited) as processor based on Microsoft Data Protection Addendum (DPA); a list of subcontractors is published in the Microsoft Trust Center. Microsoft+1 Location & Third Country Transfers: Microsoft operates the EU Data Boundary for Microsoft 365; Customer data is generally stored and processed within the EU/EFTA. In exceptional cases, if a transfer is required (e.g. support), it is based on the EU standard contractual clauses (SCC) according to DPA. The Official Microsoft Blog+1 storage time: up to 1 year after completion of the consultation; unneeded uploads are deleted regularly.

Obligation to provide: no appointment can be made without the signed data protection agreement. The data protection agreement does not have to be uploaded via the OneDrive link, but can also be submitted by mail or in person. Rights of the data subjects: information, rectification, erasure, restriction, objection, data portability and revocation of granted consent; complaints to the competent supervisory authority.

### **Consultation by video communication/ telephone consultation**

Consultation by telephone or webcam/video communication takes place in a quiet, enclosed space that ensures adequate privacy and confidentiality. If other persons are present, at the beginning of the consultation, both parties shall introduce the persons present and listening in both rooms. The video or telephone consultation may not be recorded or stored by either party. The consultation by video communication takes place with webcam. The person seeking advice and the person giving advice can see each other, as well as everything that is in front of each other's webcams.

### **Important data protection information for video telephony**

We cannot accept any liability for possible security gaps in the context of video telephony. It is recommended to use a pseudonym instead of logging in with your real name when using software programs for video consulting.

Our consultants use Zoom Video Communication, Inc., Senfcall or RED connect Video Consultation, or other third party providers.

#### **Zoom**

By using Zoom, Zoom Video Communication receives some data. Here is information about what data Zoom collects and how Zoom Video Communication, Inc. handles that data:

<https://zoom.us/de-de/privacy.html> and <https://zoom.us/de-de/gdpr.html>.

## RED connect video consultation

RED connect is a video consultation tool designed for sensitive patient\*in data that has end-to-end encryption and provides secure data breach protection for sensitive data:

<https://www.redmedical.de/red-connect-videosprechstunde/>

## Other third parties

Not all video communication tools run smoothly on all computers, so some counselors may rely on vendors other than those listed here. If this is the case, your counselor\* will discuss this with you in advance and provide you with a link to the data security information you need.

If you wish to receive advice via video communication, it is essential that your address data and declaration of consent are collected. This data will at no time be passed on to your counselor\* or associated with your counseling request. They will be received and managed solely by the coordinator until the end of the consultation. After that, we will treat your data as described above.

If you do not want to give us your contact information for reasons of anonymity, that is fine. In that case, we will not be able to provide you with a consultation via video telephony. So, if you do not want to use video communication for the consultation, feel free to leave the following fields blank and go directly to the signature.

Name \_\_\_\_\_

Surname \_\_\_\_\_

Street, House number \_\_\_\_\_

Postcode, City \_\_\_\_\_

I have read and agree to this privacy policy and the instructions for telephone and video counseling.

\_\_\_\_\_

Date, place, signature of person seeking advice

(The consent can be revoked at any time).