



Information Sheet on Data Security and Data Protection

ptb collects and stores data (e.g. personal data, general information about the counselling case, documentation of discussions, progress documentation, etc.) in order to meet its documentation and retention requirements and to ensure that the centre is able to provide ongoing counselling).

In the process, **ptb** naturally complies with the current data protection provisions laid down in the Lower Saxony Data Protection Act (NDsG).

All data is stored on a server installed at LUIS (LUH computer centre). The software is also maintained by LUIS. The transfer of input and all data available in the application is executed TLS-encrypted; authentication takes place via smart card and client certificate. Access to the application for all counsellors and the secretary's office of **ptb** is ensured via individual accounts; different access rights are given by way of role assignment. Only **ptb** staff has access to the data. The secretarial staff has access to our clients' contact details and appointment management as well as to the information they provide on the registration form; the counsellors additionally have access to the documentation of discussions.

Data is stored for ten years after the last contact¹, after which anonymisation automatically takes place. It is not allowed to make recordings of any kind in personal counselling sessions, telephone-counsellings or videochats.

If you do not wish us to save your data, you may receive counselling under a pseudonym without having to disclose your name. In any case, the discussion must be documented and saved. You may withdraw your consent for us to store your data at any time. Please send your revocation to the Psychologisch–Therapeutische Beratung für Studierende, Im Moore 13, 30167 Hannover. In this case, all data saved up to that point will be blocked and no longer processed; however, **ptb** will no longer be able to provide you with counselling from then onwards.

The details related to the counselling case and all information about your family, professional and economic circumstances, your identity and the fact that you receive counselling are subject to professional discretion². The content of your discussion with your counsellor shall be treated as strictly confidential. **ptb** counsellors exchange views in intervisions and stand in for each other in the event of vacation leave, illness and in crisis intervention. To this end, they also refer to their colleagues documentation of discussions.

Progress made in counselling cases is discussed exclusively in anonymous form during supervision.

^{1, 2} The *Berufsordnung für Psychologische Psychotherapeuten* applies.



Declaration of Consent by Client Seeking Advice

I have understood the explanatory notes given in the **Information Sheet on Data Security and Data Protection** and have taken note of them.

I agree that my data may be collected, saved, processed and used in order to ensure ongoing counselling and to meet documentation and retention requirements.

First name, surname

Born on

Date, place

Signature

Declaration of Consent Regarding Means of Communication

I agree to be contacted via E-Mail regarding confirmation, cancellation of an appointment as well as a means to resolve immediate issues. I hereby acknowledge that this is an insecure means of communication. Otherwise all Communication should be limited to phone calls and post.

I sign this statement willingly and am able to retract this statement without a formal form and notice.

Date, place

Signature