

## **AGREEMENT ON COUNSELINGS BY VIDEO/TELEPHONE CALL AND INFORMATION ON DATA PRIVACY**

You have decided to use the voluntary offer of video/telephone counseling by pro familia Berlin. The following notice informs you about the terms and conditions according to which the counseling services are provided following the legal requirement of §§ 219 StGB and §§ 5 and 6 SchKG.

### **The following terms apply to video/telephone counseling:**

- For the video/telephone counseling, the same rules and conditions apply as for personal counseling services.
- Counseling services can be provided as a video/telephone counseling if the counseling does not require direct personal contact or if exceptional circumstances make this necessary. This must be determined for each session.
- Participation in a video/telephone counseling is **voluntary for both parties**.
- Pro familia utilizes the highest possible technical standards to guarantee data protection and data security.
- For the video counseling, a provider (BigBlueButton) with a high standard of technical equipment and data security according to the rules of DSGVO, is used. The videoconference content can neither be viewed nor stored by the provider. The end devices of pro familia are all protected by the latest security software. However, it should be noted that malware on the client's end device could record and forward video transmissions.
- To ensure data security and undisturbed operation, the video/telephone counseling takes place in secluded rooms that ensure adequate privacy.
- At the beginning of the video/telephone counseling, an introduction of all persons present in the room must take place on both sides.
- Video and audio recordings are not permitted during the video/telephone counseling. We would like to remind you that it is a punishable offense to make unauthorized recordings of pictures, video, and sound during the video/telephone counseling and that confidentiality must be observed **(§§ 201ff. StGB and §203 StGB apply accordingly)**.
- So that we can reach you for a counseling by telephone or video chat, we collect your contact data. Without this data collection, a counseling by video or telephone is not possible. If you wish to receive additional materials from us by mail, we will also collect your postal address.
- Pro familia Berlin stores your data exclusively for the purposes mentioned above and does not disclose it to third parties. The data stored by pro familia Berlin is deleted at the end of each calendar quarter.
- You always have the right to object to the processing of your data, to receive information about the data collected, to have it corrected, and to request immediate deletion.

### **By using the video counseling or telephone counseling you accept the above-mentioned terms and conditions.**

If you have any further questions about data protection, please contact the data protection officer of pro familia Berlin at [datenschutz.berlin@profamilia.de](mailto:datenschutz.berlin@profamilia.de).