



Information regarding video advisory services

Dear student,

Before your first video appointment takes place, your advisor will inform you about the procedure of video appointments in accordance with data protection. Your advisor will also explain to you what technical equipment will be necessary and what else to watch out for during video appointments, for instance, good light and quiet surroundings.

You do not require any unusual technical equipment for our video advisory service. A computer or a tablet with a screen or display, camera, microphone and speakers as well as internet access is all you need. The technical connection is set up via a video call service provider commissioned by the Munich Student Union who must fulfil special security requirements. This is to ensure that everything you talk to your advisor about will remain confidential.

Apart from recording your name, email address and date of birth, your advisor will also make professional notes during the appointment, as is done during regular face-to-face appointments.

Video appointment – step by step

- 1) Your advisor will give you a video appointment as well as the internet address of the video call service provider and the code for the video appointment.
- 2) Roughly 5 minutes before your video appointment is due to begin, start a connection by entering your code on the web page of the video call service provider. This can be done without having to create a personal user account.
- 3) The video call service provider will ask you for your name when connecting. Make sure to give your name correctly. Otherwise the advisor cannot verify you.
- 4) You will then be led to the virtual waiting room. As soon as your advisor enters the video call, the video appointment can begin.
- 5) When the appointment has ended, log out from the web page.

Data security:

- Video appointments are transmitted via the internet by means of a so-called peer-to-peer (computer-to-computer) connection, without using a central server.
- The video call service provider guarantees that all contents of the video appointment are encrypted end-to-end during the entire transmission process according to the current state of the art and are neither viewed nor saved by him.
- The video call service provider as well as the advisor are prohibited from disclosing data to unauthorised third parties or granting them access to it in accordance with criminal law.

Declaration of consent for video advisory services

I,

hereby declare that I have been sufficiently informed about the procedure of video appointments as well as the technical requirements and security aspects concerning data protection. I am aware of the fact that the participation in video appointments is voluntary and that I will not be charged for using the video call software.

I assure that

- the video appointments will take place in closed rooms and in quiet surroundings in order to ensure data security and no interruptions.
- everyone present in the room will be introduced when the video appointment begins.
- no image and/or sound recordings will be made during the video appointment.
- maintenance of secrecy and data protection will be pointed out to anyone assisting.
- my equipment fulfils all technical requirements for having video appointments.

I agree that

my name, email address and date of birth are collected, processed and used by the advisor for the purpose of documenting the video appointment. Certain advisory services will also record health data in the course of the conversation.

By signing this declaration, I give my consent to the aforementioned and acknowledge the enclosed information regarding video advisory services.

You can revoke your consent at any time with future effect by email to datenschutz@stwm.de.