

Information on Data Protection and Data Security

Protecting your personal data is of the utmost importance to us. Naturally, Psychological Counselling for Students (ptb) complies with the latest requirements of the Lower Saxony regulations governing data protection (*Niedersächsisches Datenschutzgesetz – NDSG*) as well as the General Data Protection Regulation (*GDPR*). In accordance with the EU General Data Protection Regulation (*GDPR*), we must inform you of the purpose for collecting, storing or disclosing data. Below you can also learn more about your data protection rights.

1. Entity responsible for processing data:

Psychologisch-Therapeutische Beratung für Studierende
Im More 13, 30167 Hannover
+49 (0) 511-7623799, info@ptb.uni-hannover.de

You can contact the data protection officer at:

Leibniz Universität Hannover
Stabsstelle Datenschutz
- Datenschutzbeauftragter (DS) -
Königsworther Platz 1
30167 Hannover
Tel.: +49 511 762 8132, datenschutz@uni-hannover.de

2. Purpose for data processing

Data is processed in accordance with legal requirements in order for ptb to fulfil its contract with you regarding therapy and the associated duties.

In order to comply with requirements to document information and retain records in addition to ensuring ongoing support, ptb collects and stores data such as personal details, general information on the reason for seeking counselling, consultation notes, documented case history, etc.; all information pertaining to the matter at hand, your identity or the fact that you are receiving counselling is subject to confidentiality. Details of the consultation with your counsellor are kept strictly confidential. ptb counsellors exchange knowledge and information with each other within the scope of peer support, and substitute each other in the event of leave of absence or sick leave, as well as in crisis intervention. For this purpose, counsellors also access the consultation notes documented by their colleagues. Over the course of counselling, case history is documented solely in anonymised form. In order to document their counselling activities over the years, ptb stores aggregated statistics; no personal data is used for this.

Collection of data is fundamental to providing counselling. If the necessary information is not available, it is not possible to provide effective counselling.

3. Recipients of your data

We will only disclose your data to third parties if this is legally permitted or if you have consented for us to do so.

4. Storage of your data

Data is stored for ten years from the last point of contact. Thereafter, data is anonymised by erasing all identifying information such as name, date of birth, address and contact details. It is not permitted to record consultations whether in person, via phone or via video chat.

5. Data security

Data is stored on a computer on the premises of ptb. Only ptb staff have access to this data. This is ensured via individual accounts and double password protection. Secretarial staff have access to clients' contact details and can manage their appointments, as well as the information they provide on the registration form; counsellors, in addition to this, have access to consultation notes.

6. Your rights

If your personal data is processed, you are a data subject in the context of the GDPR and you have the following rights towards us:

You have the right to obtain information on personal data concerning you. You also have the right to request the rectification of inaccurate personal data.

Furthermore, in certain circumstances, you have the right to erasure of data, the right to restriction of processing as well as the right to data portability.

Your data is processed in accordance with the legal provisions. In exceptions to this, we require your consent. In this case, you have the right to revoke consent to processing with future effect. You have the right to receive the data that you have provided in a structured, commonly-used and machine-readable format or to request its disclosure to another data controller.

Furthermore, you have the right to submit a complaint to the supervising authority for data protection, if you believe that your personal data is not being processed lawfully.

The supervising authority for Leibniz University Hannover is:

Landesbeauftragte für den Datenschutz in Niedersachsen

Prinzenstr. 5 5

30159 Hannover

Tel. +49 511 120 - 4500

Fax +49 511 120 - 4599

Email: poststelle@lfd.niedersachsen.de

<https://www.lfd.niedersachsen.de/startseite/>.

7. Legal basis

The legal basis for data processing is Article 6 (1) (b) and Article 9 (2) (h) GDPR in conjunction with section 17 (1) 2 and 3 NDSG in addition to the professional code of conduct for psychological psychotherapists (*Berufsordnung für Psychologische Psychotherapeuten*). Please get in touch if you have any queries.

Your ptb team

Declaration – Communication

I consent to communication via email for the purpose of making and cancelling appointments. I am aware that this is not a secure form of communication. I shall not send any excess personal or health-related information to ptb via email. ptb provides the option to securely communicate sensitive information via email using their online consultation service (<https://ptb-uni-hannover.beranet.info/>). Other communication is limited to telephone or post.

I consent to the above at my own free will and can revoke consent at any time – communicated in any form – without notice.

Date, place

signature