

## Information on counselling and data processing

V2.2

After you have contacted the Psychotherapeutic Counselling Centre (PCC), we would like to give you some information about the PCC. These provide the basis for your consent to the counselling and data processing.

### 1. Institution and offer

The PCC is an institution of the Studierendenwerk Tübingen-Hohenheim and is responsible for all students at the universities supported by the Studierendenwerk Tübingen-Hohenheim. The PCC is mainly financed by own funds of the Studierendenwerk, your semester fees and state subsidies. **The consultation is free of charge for you, regardless of the number of consultations used.**

Counselling includes the provision of information, the diagnostic and prognostic assessment of your situation, support in attempts to change your situation and the discussion and, if necessary, recommendation of alternative or additional support options. **The counselling is based on the standards of scientifically recognized psychotherapy procedures** (depth psychological and analytical psychotherapy, behavioural therapy, conversational psychotherapy and systemic psychotherapy).

### 2. Confidentiality

In addition to the content of the counselling and the data from the registration form, even contacting the PCC is subject to confidentiality. This **applies to all employees of the PCC and to all persons and institutions**, for example to the university, the Studierendenwerk, parents and the family doctor. Confidentiality can be released if you wish information to be passed on to third parties (e.g. your family doctor). The required **release from confidentiality** by you is usually in writing.

### 3. Data processing

The **data processing takes place on the basis of legal requirements** in order to fulfil the counselling contract between you and your counsellor and the associated obligations. The legal basis for the processing of your data is Article 9 (2) (a) General Data Protection Regulation (GDPR).

**We process personal data, in particular your health data.** This includes, among other things, information from the registration form, information about your medical history, complaints and diagnoses that you provided during the interview, as well as suggestions and findings that we collect or have collected. This also includes information from other doctors or psychotherapists with whom you are or have been treated provided you make this information available (e.g. in doctor's letters). **The collection of health data is a prerequisite for your consultation.** Careful advice cannot be given without this information.

Collected data is stored both in paper form and in electronic form. **Electronically processed data is stored encrypted and protected against unauthorized access on a computer without a network connection.** This means that data can neither be actively sent nor obtained from third parties without authorization. The data is stored for a period of 10 years in accordance with the Patient Rights Act (§ 630f BGB). Anonymous evaluations are carried out for statistical purposes.

### 4. Non-consent to data processing

**If you have any questions regarding data processing, please broach them** and express any concerns you may have. If you still cannot or do not want to agree to the data processing, but you still want counselling from the PCC, we will abstain from collecting and storing non-anonymous data; data already collected when the appointment was made will be deleted. However, we do require some anonymous data such as age, gender and the reason for the consultation to be able to carry out statistical evaluations. For this purpose you will receive a correspondingly adapted, anonymous registration form.



If you do not consent to the data processing, **you can only have one counselling session**, follow-up appointments are not possible. In this case, we are also **unable to provide any confirmations, reports or statements regarding the counselling**. At the same time, non-consent to the consultation does not release us from our obligation to document. The documentation of the consultation is stored anonymously and only with the date and time of the consultation.

## 5. Data transfer

**We do not transmit any data to third parties**, unless you wish this or there is one of the few cases in which there is a legal basis for this even without your consent. In practice, these are acute and serious threats to yourself or others. If you wish data to be transmitted to a third party, you can release your counsellor from the obligation of confidentiality towards a third party of your choice for a specific purpose.

## 6. Mail communication

**Mail communication with the PCC is unencrypted**, hence it cannot be ruled out that your message may also be read or changed by third parties without your or our knowledge and involvement. We therefore recommend **using our data protection-compliant Medflex messenger** for the electronic transmission of sensitive information. You can also use this, for example, to send registration documents. If you would like to use the Medflex messenger, let us know and we will email you an invitation link.

## 7. Contact information

Studierendenwerk Tübingen-Hohenheim – institution under public law  
Friedrichstrasse 21  
72072 Tübingen

You can reach our company data protection officer

- by e-mail: [datenschutz@sw-tuebingen-hohenheim.de](mailto:datenschutz@sw-tuebingen-hohenheim.de)
- by post: at the above address, add "for the attention of the data protection officer"

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## Consent to the counselling and data processing

I'm informed about the counselling offer. The employees undertake to provide the counselling in accordance with the regulations and standards mentioned. For my part, there are no obligations towards the PCC.

**With my signature, I agree to the counselling, data processing and storage of my data for a period of 10 years.**

If you do *not* consent to the data processing, just note the date, do *not* sign and instead tick the box below. Then please fill out the anonymous registration form that you will receive from the secretariat.

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

- I do not consent to data processing.** I understand that I can only take one counselling session and not receive any reports regarding the counselling.