

General conditions for clients of the Psychological Counseling Service of the Studierendenwerk Erlangen-Nürnberg:

(Please do also pay regard to the subsequent Data Protection Information)

For your Information

- Employees of the Psychological Counseling Center of the Studierendenwerk Erlangen-Nürnberg have a statutory duty to maintain confidentiality.
- We offer psychological counseling for individuals, couples and families.
- Up to 90 minutes are allotted for the first orientation-session, couple's, and family sessions. Follow-up individual sessions last 50 minutes.
- Appointments at our counseling center are on a voluntary basis.
- Studierendenwerk charges a small fee for counseling sessions (10 Euros for individual sessions, 15 Euros per hour for couple or family sessions).
- There is the possibility to apply to have the fee reduced or waived for students who have financial difficulties.
- Appointments are binding. 24-hours notice for cancellations is required. Cancellations made prior to this window will be rescheduled with no fee. A session fee will be charged if you fail to show up or do not cancel within 24 hours in advance.
- For on-site counseling, please cancel your appointment or get in contact with us in order to switch to a phone- or video-talk if you are experiencing any flu-like symptoms.
- In the case of telephone or video consultations, we ask you to ensure that the consultation can take place in a quiet environment that is as free of disturbances as possible and that all persons who may be present are introduced at the beginning of the conversation.
- All employees of the Psychosocial Counselling Services of the Studierendenwerk Erlangen-Nuremberg are subject to the legal duty of confidentiality. Within the counselling team, case discussions take place within the framework of intervision, supervision and handovers. In addition, your master data (name, address, degree programme, etc.) can be viewed by our controlling department as part of the anonymous statistical evaluation. Disclosure to third parties is excluded in any case.

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Information according to Art. 13 of the Basic Data Protection Regulation for clients of the Psychological Counseling Service of the Studierendenwerk Erlangen-Nürnberg

For the Studierendenwerk Erlangen-Nürnberg compliance with data protection regulations is of great importance. Therefore, we would like to inform you in the following about the collection and processing of your personal data by us:

Responsible entity:

The Studierendenwerk Erlangen-Nürnberg is responsible for data collection and processing. You can find the contact details on our website www.werkswelt.de

Data we need and purpose of use:

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We collect your personal data at the beginning of the counseling process. This includes your contact details, student data and all data about your personal environment that is important for us to be able to provide you with counseling - as well as any other data that you may have sent us or that we may have received during the course of the counseling session. The legal basis for the processing results from your consent according to Art. 6 Para. 1 Sentence 1 a) DSGVO.

Data transfer to third party countries:

Studierendenwerk Erlangen-Nürnberg is a public law institution and primarily active in Bavaria. A data transfer to third countries is therefore ruled out.

Data deletion:

All your data, as well as the course and result of the counseling, will be deleted at the latest after the legal retention period of 10 years. Please arrange exceptions personally at the beginning or after the end of counselling.

Confidential treatment of your data:

All employees of the Psychosocial Counselling Services of the Studierendenwerk Erlangen-Nuremberg are subject to the legal duty of confidentiality. Within the counselling team, case discussions take place within the framework of intervision, supervision and handovers. In addition, your master data (name, address, degree programme, etc.) can be viewed by our controlling department as part of the anonymous statistical evaluation. Disclosure to third parties is excluded in any case.

Your data protection rights:

As a affected person in the sense of data protection, you have the right of access to the personal data concerning you as well as the right to correction of incorrect data or to deletion, provided that one of the reasons stated in Art.17 DSGVO applies, e.g. if the data is no longer required for the purposes pursued. There is also the right to restriction of processing if one of the conditions mentioned in Art. 18 DSGVO applies and, in the cases of Art. 20 DSGVO, the right to data transferability.

Every affected person has the right to lodge a complaint with a supervisory authority if he or she is of the opinion that the processing of data concerning him or her violates data protection provisions. The right to lodge a complaint may in particular be exercised before a supervisory authority in the Member State of the data subject's residence or place of work or the place of the alleged infringement.

Our Data Protection Expert:

You also have the right to contact our data protection expert at any time, who is bound to secrecy regarding your request.

The contact details of our data protection expert are:

Studierendenwerk Erlangen-Nürnberg
- Fachperson für Datenschutz -
Hofmannstraße 27
91052 Erlangen

dsb@werkswelt.de or
Joachim.Jahn@werkswelt.de

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