



## DATA PROTECTION INFORMATION

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of the Psychotherapeutic Counselling Centre of Studierendenwerk Stuttgart AöR

The counselling provided by the Psychotherapeutic Counselling Centre of Studierendenwerk Stuttgart is subject to the same strict rules regarding the duty of confidentiality as those applicable to psychotherapeutic practices of licensed psychotherapists.

The following information is intended to advise you of how we process your personal data.

Further general information on our Data Protection Policy can be found on our homepage by following this link: [www.studierendenwerk-stuttgart.de/datenschutz/allgemeiner-datenschutz](http://www.studierendenwerk-stuttgart.de/datenschutz/allgemeiner-datenschutz)

### 1. Who is responsible for data processing and who can you contact?

#### The responsible authority is:

Studierendenwerk Stuttgart AöR  
Rosenbergstraße 18  
D-70174 Stuttgart

Tel.: +49 711 4470-1247

E-Mail: [info@sw-stuttgart.de](mailto:info@sw-stuttgart.de)

#### You can contact our Data Protection Officer at:

Studierendenwerk Stuttgart AöR  
- Data Protection Officer -  
Rosenbergstraße 18  
D-70174 Stuttgart

E-Mail: [datenschutz@sw-stuttgart.de](mailto:datenschutz@sw-stuttgart.de)

### 2. What data do we process and where do we obtain it from?

We obtain personal data only directly from you.

This includes:

- Your name, date of birth, nationality, contact details,
- university, degree course, number of semesters,

- reason for the counselling, dates and number of counselling sessions,
- as well as any information that you provide us with the problem list and with in the course of the counselling.

### 3. For what purposes do we process your personal data and on what legal basis?

In principle, we process personal data in order to fulfil our legal obligations under the Studierendenwerk Act (Studierendenwerksgesetz) and in accordance with Section 4 of the Data Protection Laws of Baden-Württemberg.

Providing students with counselling, also in terms of their physical and mental health, is one of the legal tasks of Studierendenwerk. This also includes the delivery of courses and working in study groups. In addition, we process data in accordance with our specific tasks for internal administration purposes, for example, for reporting and auditing, for quality assurance and for statistical purposes, as well as for data backup. At your request, we issue you with an attestation.

Counselling can also be provided as part of a work or treatment contract; In this case, the legal basis is Art. 9 (2) (h) of the GDPR.

Insofar as we process special categories of personal data (e.g. health data) for counselling purposes, this is done on the basis of your consent in accordance with Art. 9 (2) (a) of the GDPR, but only if and insofar as there is no other legal basis for the processing of such data.

In addition, we also process personal data in order to fulfil legal obligations pursuant to Art. 6 (1) (c) of the GDPR, to comply with retention requirements arising from our Code of Professional Practice, and to safeguard legal claims in accordance with Art. 9 (2) (f) of the GDPR.

### 4. Who are the recipients of personal data?

Internally, all the members of our psychological counselling team who care for you together have



access to your data. As far as necessary for the coordination of counselling appointments, our Social Services Secretariat can also access the information. Our IT may access to the extent strictly necessary for the administration and security of the IT components used. All these persons are bound to the strictest confidentiality.

In principle, we do not pass personal data on to third parties.

By way of exception, we may disclose your data to your general practitioner or other doctors or agencies you have designated, though only at your express request and with your consent and provided that you release us from our duty of confidentiality.

Whenever we disclose statistical evaluations to the Ministry of Science or to our umbrella organisation, Deutsches Studentenwerk e.V., these only ever contain completely anonymised data that does not allow any conclusions to be drawn about individuals.

In addition to the aforementioned recipients, we have commissioned specialised service providers to assist us, including web hosts, software suppliers and system administrators. These may only access personal data to the extent that is unavoidable for the fulfilment of their respective tasks.

If you use electronic services (e.g., E-Mail, internet), your metadata (e.g., E-Mail address, IP address) is disclosed to the service providers. Unless you use these services with encryption, the content data (e.g., E-Mail content, attachments) may also be disclosed on the internet. This is beyond our influence; we therefore ask you not to communicate sensitive information via the internet.

### **5. How long is personal data stored?**

In principle, we only store personal data until the purpose of the storage has been fulfilled. We must comply with retention periods and may not erase the respective data prior to the expiry of these periods.

The standard retention period is ten years. If no counselling is offered after you contact us, the recorded data is erased after three years.

Data on participation in courses and groups is deleted two years after the respective event.

If deletion of the data is requested or consent given is withdrawn, we delete it immediately unless further storage is required or permitted by law.

### **6. Are you required to provide personal data?**

You are not required to give us any further information about you, but without such information, we will not be able to advise you properly and help you.

In addition, we must be able to determine whether you are a student or a university member, otherwise we are not allowed to provide our free services. This is why we need evidence.

### **7. Is personal data transmitted to a third country?**

We do not transfer personal data to third countries.

### **8. What are your data protection rights?**

Data subjects have the following rights in relation to the data concerning them:

- the right of access to their data pursuant to Art. 15 of the GDPR,
- the right to rectification pursuant to Art. 16 of the GDPR,
- the right to erasure pursuant to Art. 17 of the GDPR,
- the right to restriction of processing pursuant to Art. 18 of the GDPR,
- the right to data portability pursuant to Art. 20 of the GDPR,
- the right to object to processing pursuant to Art. 21 of the GDPR,
- the right to lodge a complaint with a supervisory authority pursuant to Art. 77 of the GDPR.

In addition, pursuant to Art. 7 (3) of the GDPR, you have the right to withdraw your previously given consent at any time and with effect for the future. Given consent and its withdrawal do not have any effect if and insofar as there is another legal basis for the processing.

### **9. Register via the cloud**

With your express consent, you can provide us with the required documents directly online. This saves



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time and effort. The documents are temporarily stored in a cloud of our external IT partner Keyweb AG (Erfurt), downloaded by us as soon as possible and removed from the cloud. Only our psychologists and the persons involved have access to the documents. The IT partner and all persons involved are legally or contractually bound to the strictest confidentiality.