

**GINA**, Grosvenor House, 7th Floor

14 Bennetts Hill, Birmingham, B2 5RS

[**www.gina.uk.com**](http://www.gina.uk.com) | [**hello@gina.uk.com**](mailto:hello@gina.uk.com)

**GINA Online Support Information & Consent Form**

GINA is offering support services online.

We only use GDPR compliant platforms approved by GINA as safe and secure. However, as no electronic communications tools (such as audio, video, email, text) are ever completely secure and to help us keep you and your information safe and secure, we advise the following:

**Setting up**

* Use a personal computer/device where possible (i.e., not a third party’s such as a library or internet café, secure accounts, and a secure internet connection. For example, using a personal and encrypted email account is more secure than an unencrypted email account, and access the internet on your home network or personal mobile will generally be more secure than an open guest Wi-Fi connection such as one found in a coffee shop or other public space.
* Attend the session in a space free of distractions, where you are alone and can speak freely without a non-member (such as a family member or roommate) seeing or hearing the conversation.
* Wearing headphones or keeping the volume low can prevent sound from travelling to another room.
* If unable to be in a separate location, inform others in the location that you should not be disturbed during this time. Group times are important and this is your space. Phones or computers should be put on airplane mode to minimize interruptions.
* If you do not arrive within 15 minutes of the start time of your session, the team member will phone you to check that you are okay and/or arrange another session with you.
* If you get disconnected at any time during the session, don’t worry, please call back in for the remainder of the session. If you are unable to reconnect within ten minutes, the team member will phone you to continue the session or with details of the next session. If contact cannot be re-established, you will be offered another session and confirmation will be sent by email.

**Confidentiality**

* In order to protect your confidentiality, the link to your session should not be shared with others
* Please use your first name and first initial of your surname as your on-screen identification.
* The recording or taking a screenshot/photography is strictly forbidden.
* Under no circumstances will these sessions be recorded by GINA.

**Consent to the Use of Video/Telephone sessions**

* I understand that the laws of GDPR, that protect the privacy and confidentiality of personal information also apply to video/telephone sessions.
* I understand that the online platform, used by GINA, is encrypted to prevent the unauthorized access to my private personal information.
* I have the right to withdraw my consent to the use of video/telephone sessions during the course of my time at GINA by contacting Lucy at [hello@gina.uk.com](mailto:hello@gina.uk.com)
* I understand that my withdrawal of consent will not affect me asking for a service again in the future.

**My Responsibilities:**

* In order to protect confidentiality I will not share the link with others.
* I will only use the link at the allocated time.
* I will use a private computer/device (i.e., not a third party’s computer/device), secure accounts, and a secure internet connection.
* I will not record any telephone/video sessions
* I understand GINA will not record any of the sessions.
* I will inform the team member if any other person can hear or see any part of our session before or during the session.

If you have any concerns about how GINA handles your personal information you can drop us an email at [hello@gina.uk.com](mailto:hello@gina.uk.com).

I authorise the email address/mobile number that I provided when booking my session (via the online booking system) for contact (where I will get the link that allows me to join the video-conference):

I have read the above and supporting information and agree:

Signed by …………………………………………………………………………….

