

Scope of application: Schülerhilfe 1220 Vienna, 1130 Vienna, 2230 Gänserndorf

Special regulations for online tutoring

1. Online tutoring is available all year round. No online teaching is held during the Christmas holidays, the semester holidays, the first and last school week of the current school year, the first week of July (or first holiday week) and all public holidays in Austria.
2. Regular attendance of the lessons is required to achieve sustainable learning success. The customer is responsible for ensuring that the pupil arrives for the agreed lesson on time and can be identified accordingly (image). A support employee must be contacted immediately in the event of technical problems. The contact details are available in your information materials.
3. Schülerhilfe points out that the customer must meet certain technical requirements in order to ensure that the offer can be used in the best possible way. For this, the customer needs a computer or other device which connects to the internet, a stable internet connection (at least DSL6000), a headset and certain freely available (third-party) software. In addition, we recommend using a web cam - this is integrated into most devices nowadays - in order to be able to make use of all opportunities to interact with the tutor.
4. The customer is responsible for ensuring that the technical requirements are met and the required (third-party) software is being used. The use of the third-party software merely establishes a contractual relationship between the customer and the provider of the third-party software. The provider of the third-party software neither acts on behalf of Schülerhilfe nor does Schülerhilfe use the provider of the third-party software to perform its contractual obligations towards the customer. The customer cannot assert claims against Schülerhilfe if the customer does not meet its obligations to create the technical conditions.
5. Schülerhilfe explicitly reserves the right to further develop, amend and add to the services provided in the context of online tutoring. Where additional technical conditions must be created and/or additional (third-party) software is required, the customer will be notified of this in good time and in advance.
6. Schülerhilfe explicitly points out that the use of the internet and the transmission of data via the internet can involve security gaps. Protection without gaps is not possible. It is the customer's responsibility to take the precautionary measures for their system which are required to protect against third-party access. These include, in particular, using regular security settings in the customer's browser, regularly backing up the customer's data and installing a firewall and up-to-date antivirus software.

Object of the declaration of consent:

The object of the consent is currently the use of the video learning platform Zoom. Using the video learning platform allows pupils and tutors to see each other during a video conference and to work through the current subject material together. In addition, contributions to the subject material can be viewed either by other participants as well or just by the tutor, depending on the learning situation. The sessions are not recorded.

Intended use:

The purpose of the processing is to teach the subject matter via digital channels. This is to enable lessons for your child independently of their location.

Notice:

I hereby acknowledge that the consent is voluntary and that this consent may be revoked at any time without providing reasons. I will not suffer disadvantages if I do not give my consent or if I revoke my consent.

But this would mean that the video learning tool could no longer be used. The revocation does not have any effect on the lawfulness of the processing done prior to the revocation. As soon as you revoke your consent, we will delete your collected personal data and instruct the service provider to also delete your data, unless they are obligated to retain the data by law.

To find out more about data security at Zoom, see:

<https://zoom.us/de-de/privacy.html> und unter
<https://zoom.us/de-de/gdpr.html>

To find out more about data security at Schülerhilfe, see:

www.schuelerhilfe-donaustadt.at
www.schuelerhilfe-hietzing.at
www.schuelerhilfe-gaenserndorf.at

Date / Customer's signature to declare consent:

WhatsApp declaration of consent:

The undersigned hereby agrees that the mobile phone numbers in the contract documents may be used to establish contact with/by Schülerhilfe - Thomas Peneder - Institut für Bildung und Nachhilfe e.U.

I am aware that the consent to data processing for the above information is voluntary and that I may revoke this at any time, in full or in part, effective for the future.

Data protection notice:

If you wish to contact us, or want us to contact you or your child, via the messenger service WhatsApp, this will automatically provide us with your mobile phone numbers. These will be stored on the secured mobile end devices of Schülerhilfe - Thomas Peneder - Institut für Bildung und Nachhilfe e.U. Your data will be used exclusively for communication purposes and will be deleted after the statutory retention period ends. The persons authorized to access these data are additionally generally obligated to maintain data secrecy and trained on a regular basis.

No user profiles are created and the data are not passed on to third parties, unless this is already agreed as a term of use based on the General Terms and Conditions of WhatsApp. If WhatsApp is installed on your smartphone, you agree to the General Terms and Conditions of WhatsApp which Schülerhilfe - Thomas Peneder - Institut für Bildung und Nachhilfe e.U. cannot influence.

This e.g. includes that WhatsApp Inc. can gain access in various ways. In addition, the data are stored on the servers of WhatsApp Inc. which are not subject to European data protection law. As a result, do not send confidential information or information requiring protection, such as: bank details, contract details, images etc.!

The WhatsApp data protection regulations are available here:

<https://www.whatsapp.com/legal>

Date / Customer's signature to declare consent: