

Participation Conditions and Terms of Use

TextChat at the Virtual Welcome Centre (VWC) of the Bundesagentur für Arbeit (BA)

Thank you very much for your interest in using our online advising services via TextChat.

You can use TextChat to answer questions and address concerns you may have on living and working in Germany. The Bundesagentur für Arbeit is responsible for handling questions related to these issues. Therefore, your inquiry will be handled by an employee of the Bundesagentur für Arbeit. We are not able to provide legally binding information via TextChat.

In order to voluntarily take part in a TextChat with an employee of the Bundesagentur für Arbeit, you must have read and accepted the General Participation Conditions in this document. To do so, please check the box beside “I have read and accept the Participation Conditions and Terms of Use”. Then, you will be connected to a free employee via TextChat.

- TextChat is available to you from Monday through Friday between 9 AM and 3 PM, except on public holidays. [The list of public holidays is available here.](#)
- TextChat will open in a separate window. When you open TextChat, you will leave the “Make it in Germany” website and switch to live chat software from a contractual partner. Your TextChat partner will be a professional, qualified specialist from the Bundesagentur für Arbeit.
- The Bundesagentur für Arbeit handles all personal data in accordance with data protection law regulations.
- TextChat may not be used for advertising purposes, or for any other content not related to relevant inquiries. The Bundesagentur für Arbeit will not respond to any TextChat posts that violate the criminal or press law regulations of the Federal Republic Germany, good moral decency, good form or polite manners, and reserves the right to block users temporarily or permanently from participating in TextChat.

Data protection information

- In cases that go beyond simply providing general information and instead require more thorough information related to your own personal concerns, you may want or need to share personal data with your TextChat partner. This data will only be collected for the purpose of providing specific information on your individual situation;

it will not be stored for further processing through the specialised procedures of the Bundesagentur für Arbeit.

- If you do not want the agency to process your personal data in this manner, then please inform your TextChat partner of this. You will then be able to remain anonymous during your TextChat. Please understand that if you do so, we will only be able to provide you with basic information, and not specific information related to your own individual, personal situation.
- In general, personal data may only be stored to fulfil certain tasks, and may only be stored for as long as necessary to carry out these tasks. For TextChat, this means:
 - Your personal data collected during the TextChat will only be stored in a chat protocol. This will be deleted after 7 days.
 - We use a solution from Novomind AG for TextChat. When you click the “Start TextChat” link, a window from Novomind.com opens. There, you will be asked to enter your concern or question, as well as your customer number should you have an existing customer relationship. We use this information to prepare the TextChat with the qualified specialist from the Bundesagentur für Arbeit.
 - Information on data protection at Novomind AG is available here: <https://www.novomind.com/de/datenschutz/>.
 - We have concluded processing agreements with the service provider novomind AG in accordance with Sec. 80 SGB X (Social Security Statute Book X), Art. 28 GDPR. Furthermore, we have contractually obligated the service provider to maintain the confidentiality of all personal data disclosed in the course of the processing.
 - Only general, relevant content will be prepared in an anonymised form and stored in a manner conforming to data protection law. It will not be possible to trace such data back to you personally.
 - Further information is provided in our [Data Protection Notice](#).
 - Information on data collection (Art. 13 GDPR) is available on our [data collection website](#).
 - Note: The application will open in a pop-up window, and requires JavaScript.

