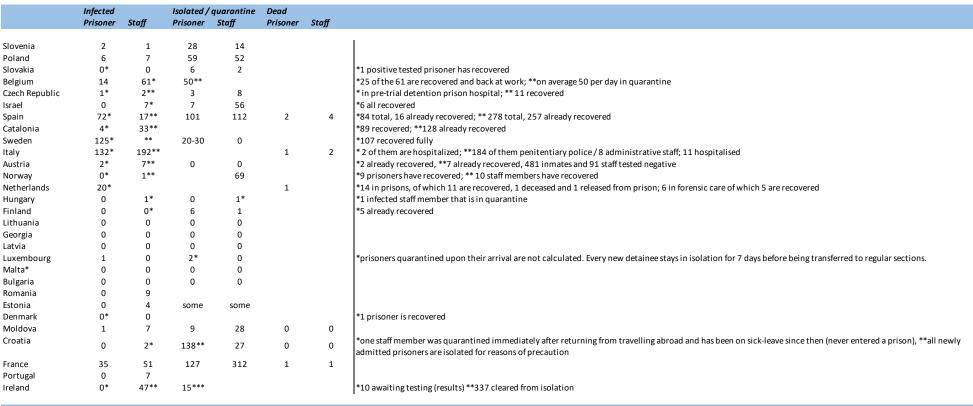


COVID-19 Feedback Collection 6 July 2020





Supported by the Justice

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Which system have you implemented for inmates to make video calls with their relatives and friends during the Covid-19 situation (Skype, Skype business, jitsi, whatsapp, other)?

Austria Beside the telephone solution for inmates we use mobile phones and started to implement Zoom on premise VC solution.

Which kind of device and/or setting has been made available for their use (smartphones, tablets, computers, computer room, cabin)?

Austria Smartphones, AiO Computers with Zoom on premise and "Zoom Rooms".

Before the actual video call takes place, are you doing any verification about the line or account in which the inmate's relative receives the video call?

Austria The relatives have to apply via e-mail and after approval they get a link for the VC session.

For instance, in case of using whatsapp, are you verifying that the family member receiving the call is actually the holder of that telephone line? How do you check this?

Austria	The relatives have to apply via e-mail and after approval they get a link for the VC session.
When using other platforms and sending the meeting link to the relative to their email, do you verify that the relative is the actual holder of that email account? How do you check this?	
Austria	No, this is not possible.
When using platforms such as Skype and making the call from user to user, how do you verify that the relative is the actual owner of that Skype account? How do you check this?	
Austria	We are not allowing user to user video calls.
Once the video call is already taking place, do you verify the identity of the relative who is on the receiver end? How?	
Austria	The officer starts the video call and connects the relatives to the inmates. He can also interrupt the session and normaly knows the persons involved.
Do you keep a record of the date, time and receiver of every video call?	
Austria	Yes we do.
Is there the possibility of recording the video calls of an inmate in compliance with a court order?	
Austria	Yes it is possible
Any other relevant aspect you wish to share with regard to the introduction of video calls as a means for the communication among inmates and their families?	

Austria The system has proved very successful in the Austrian PS.