IPV Tech Clinic Consultation Protocol

1. Team introductions

2. Explain the consultation to the client (“This is what we are going to cover today”)
   a. Discuss client’s history, scan of installed apps, privacy configuration checkups.
   b. Disclaimer that we will do our best but can’t guarantee all problems will be found.
   c. If applicable: ask client’s consent to collect data and record consultation.

3. Discuss client history. Use TAQ and technograph to guide the discussion.
   a. How can we help you today? Can you tell us what has been going on?
   b. We are going to ask questions to see if your phone is maybe being used to
      monitor you. I am going to start by asking some questions about your phone and
      digital accounts and perform some privacy checks.
   c. Technograph- this is used to document devices and accounts (owners, users, physical access and entanglements)

4. ISDi spyware scan
   a. Explain ISDi to the client and what it will do.
      Tell the Client: We will not collect any identifying or personal information and will
      not collect or record any of their private data (e.g., photos, videos, location
      history). We will get a list of the apps on the phone but not content like
      conversations or images.
   b. Conduct spyware scan - all devices
   c. If spyware app is found explain and discuss the findings with the client.
   d. Hand-out the app classification guide if appropriate.

5. Privacy configuration checks (Google or Apple accounts: ownership, location sharing, maps, social media, etc.) Use privacy checkup guides.
   a. Go through devices/accounts with the client, at their pace.
   b. Discuss results of the privacy check-up with client.
   c. Try to provide them with the information they need to understand their tech and
      make the decision that is best for them.

6. Safety planning
   a. With IPV professional, discuss options for moving forward with the client.
   b. Discuss implications of any changes that may be made (what will the abuser
      know?)
   c. Onsite IPV advocates and staff can assist the client with additional needs and
      safety planning.

7. Communicate if we will conduct any necessary followup work and what it will be.
   a. Confirm IPV advocate contact info if planning to do any followup.

8. Fill out internal consultation summary form and save data to database.