

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.