



Detailed Project Guide

Table of Contents

Why Telmi? Why Now?	2
Ensuring the Quality of Advisers	3
How Telmi overcomes linguistic challenges	3
1 – Telmi will be available in multiple languages	4
2 – Interpretation dual system	4
3 – Interpreter Qualification	5
Internal Database:	5
1 – Resource for Advisers	5
2 – Trends resource	6
Cyber-security	7
1 – Cyber-security Issue	7
2 – Security features	7
3 – Compliance with General Data Protection Regulation (GDPR)	7
Legal Feasibility Research	8
Evidence of Existing Practice	8
Legality of Telmi Advisers Providing Advice	9
Telmi ensures Advisers are supported	9
External Database	10
Telmi will try to ensure the asylum procedure is not abused	11
Confidentiality, Privacy and Security Considerations	11
Patenting and Copyrighting	12
For the Future	12
Asylum Procedure	12
Conclusion	13
Telmi Web Design: A Guide	14
Annex	17
Confidentiality Waiver and Agreement	18
Agreement on the Obligations of Advisers	19
Skeleton for Advisers' Handbook	20
Example of General Information Provided on the Asylum Procedure for Telmi Users	21
Screenshot Gallery	22

Why Telmi? Why Now?

Telmi aims to address one of the most **pressing** and **long-existing** issues in Europe: processing asylum claims on the islands of Greece. There are thousands of asylum seekers waiting for a determination as to whether or not they are entitled to refugee or subsidiary protection in Europe. They often have endured **unimaginable suffering** in order to reach the safer shores of Europe, only to be placed in agonizingly overcrowded camps as they await their only chance to convince an interviewer from the Greek Asylum Service that they should be allowed refugee status in Greece. People may have to wait several months or even several years for their interview.

A handful of NGOs provide guidance to asylum seekers on matters relating to their initial interview. However, they **have limited capacity and resources** to meet demand. More recently, **COVID-19** has created an unimaginable obstacle that further limits the work of these NGOs, due to the rules surrounding **social distancing** and the **lockdown**. Consequently, the number of asylum seekers waiting to be processed has **increased** with little to no processing actually being completed. These asylum seekers are **left in an increasingly hostile environment during an unprecedented situation**.¹

Telmi seeks to overcome these issues by providing a **digital platform** that **connects asylum seekers** with **advisers** and **interpreters** who can virtually support them in the process leading up to their asylum interview. Telmi will **revolutionise** the way in which asylum seekers are currently supported, and in light of the COVID-19 crisis, its services are more necessary now than ever before. As the influx of asylum seekers to the Greek shores is **sure to continue**, Telmi has the **potential to aid** in the **efficiency** and **streamlining** of the asylum process by informing and helping asylum seekers even **after the COVID-19** crisis has ended.

Telmi's mission is to **address a pre-existing problem** that has become **increasingly worse due to the current pandemic**. It will continue to provide service, ensuring the **human rights** of asylum seekers are ultimately respected and that everyone is **treated with dignity**.

This document will **inform you** of all of the features of Telmi, including: how the key features of the platform work; the legal considerations diligently taken into account during this initial phase of the platform's development; and an explanation of our web design.

¹ See Human Rights Watch, 'Greece: Violence Against Asylum Seekers at Border' available at <<https://www.hrw.org/news/2020/03/17/greece-violence-against-asylum-seekers-border>>; Euronews, 'Greece Latest: Lesbos Residents Try to Stop Migrants Disembarking' available at <<https://www.euronews.com/2020/02/29/greek-police-fire-tear-gas-at-refugees-amid-violence-at-turkish-border>>.

Ensuring the Quality of Advisers

Telmi aims to provide the highest quality advice and support at all times. The advisers will need to complete online courses which ensure they understand the importance of **truthful submissions** and of acting in an **ethical** manner. Given that Telmi Advisers will often be jurists, lawyers, or have had experience in providing legal support, we will be requiring those members not only to participate in **pro-bono work providing legal information** to refugees and asylum seekers, but also to participate in the ongoing assessment of past cases assigned and completed by other Advisers on the platform. We will ensure the advice given by our Advisers is of the highest standard through using the following measures:

- **Administrators can review** a case **on request** by the Adviser or at their own **initiative**;
- Telmi administrators **will contact** the individual advisers frequently to ensure communication and guidance is always **clearly understood**;
- Advisers must complete a minimum of **12 Continuing Professional Development courses** totalling 20 hours each year. These courses will consist of online learning that seeks to further their own **self-development** and increase their **professionalism**, and dedicated courses that will update them on **substantive** matters like changes in law.

How Telmi overcomes linguistic challenges

As well as suffering the trauma of their experiences in their home countries and of the journey to Greece, refugees face considerable language barriers in stating their case to seek asylum in Greece.

Currently, interpreters are usually other refugees, who are untrained, unqualified and biased. As refugees themselves, they can be retraumatised by their interpretation work. Most volunteer translators are also male, and conservative women often feel uncomfortable sharing the story of their suffering with a member of their own community.

- Telmi will seek to reduce these barriers, by ensuring that each case is properly translated from beginning to end. .
- Telmi will be available in the languages most commonly spoken by asylum seekers in Greece, and equipped with a combination of automated and human translation.

1 – Telmi will be available in many languages

Telmi will be available in the following languages:

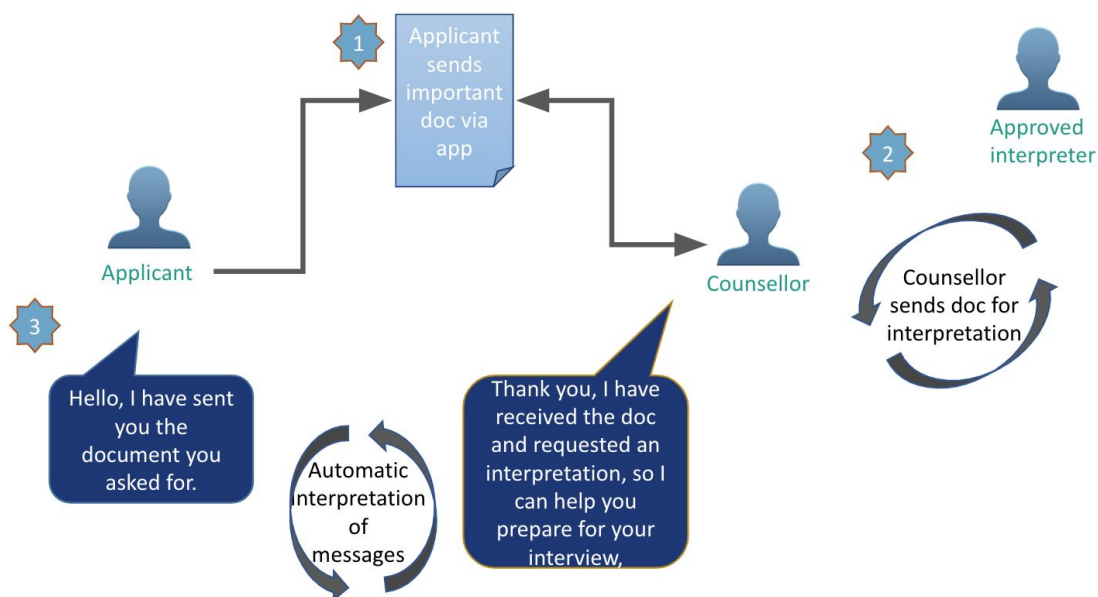
- Arabic
- English
- Farsi
- French
- Kurdish
- Lingala
- Portuguese
- Urdu

2 – Interpretation dual-system

Once the case details have been submitted and the case transferred to an adviser, a **combination of automated and manual translation** will be available.

Automated translation will be used for Applicants' Registration details, and any written messages in the chat function.

Manual translation will be used for documents, and whenever required by an adviser (e.g. for supporting documents, text and voice messages). If translation is requested, the submission will be translated with the help of one of the platform's approved translators.



3 – Interpreter Qualification

Because whole process can be slowed down or blocked by the lack of competent interpreters, the interpreter's language proficiency will need to be **demonstrated**.

Proficiency in English can be demonstrated in one of three ways, by providing evidence of:

- English certification e.g. TEFL, Cambridge exam; OR
- minimum of high-school level English; OR
- Having completed a free online course (e.g. on [Coursera](#) or [EdEx](#)).

Proficiency in the target language can be **demonstrated** in one of three ways by:

- being a native speaker; OR
- providing evidence of high-school level study in the languages; OR
- providing evidence of having completed a relevant certification and/or having equivalent experience (e.g. working or studying through the medium of the target language).

A good interpretation system is critical to the effective functioning of the platform. However it will also help build Telmi's most useful feature, the Internal Database.

Internal Database

Telmi's **unique internal database** will consist of **previous decisions** made by the asylum interview committee. This database will only include **closed cases**, meaning no active cases will feature in it. All the information stored in this database will be **anonymised** to ensure any **identifying information is removed**, thus protecting the asylum seeker's identity and **respecting their privacy**.

1 – Resource for Advisers

Through this tool, Telmi offers an **invaluable resource for advisers**, as they will be able to access all the information needed to empower the asylum seekers to know their rights, and have a record of previous practices of the interview committee, all in one place. As a result, advisers will no longer have to start from scratch on each case, **saving time and streamlining the entire process**. This in turn means **better and more accurate advice** for the clients, **a reduction of volunteer burnout**² and will act as a **historical and independent check against arbitrariness by the interview committee**.

² Currently, this is an issue wherein volunteer advisers go to the Greek islands and are having to provide legal support each time without a source from which they can recall previously decided decisions of the interview committee.

2 – Trends resource

Telmi's database **will grow continuously**, allowing us to understand **detailed trends on asylum**, which can be made available to inform law-makers and NGOs alike. We intend at this stage to ensure the protection of the database through copyright laws.

The internal database will also allow Telmi to:

- Provide legal information directly;
- Gain insight into trends in countries of origin, and other significant features of current cases (e.g. political asylum, humanitarian protection etc.);
- Provide other organisations with useful data; and
- Obtain information on who to target as potential Advisers.

Our Case Management System will use a **relational database model** to ensure maximum **system compatibility**, while implementing the **strictest security and ethical principles**.

Cyber-security

Telmi will take **all reasonable steps** to ensure advisers, interpreters and asylum seekers are **safe online**. Asylum is a **live political issue** in Greece and beyond, and there are bad actors who could compromise the security of the platform and, more importantly, that of Advisers and clients.

1 – Cyber-security Issue

The security of the data is ensured by addressing both the technical and human aspects of cyber security.

Data will protect :

- **Personal identifiable information** of both Advisers and applicants; and
- **Personal and sensitive information** in the form of messages and sensitive documents.

2 – Security features

The security features will include:

- **Encrypted cloud storage;**
- **End-to-end encryption for messaging;**
- **Best practices in terms of user management and authentication systems** (least privilege principle, as well as the use of two-factor authentication).

3 – Compliance to General Data Protection Regulation (GDPR)

Processing of personal data is in compliance with GDPR Regulation.

On the platform, this means:

1. The platform will not have access to personal data and will require permission from the user if asked to provide services related to the platform;
2. The data remains the property of the user;
3. The platform has measures in place against unauthorised or unlawful processing of personal data and against accidental loss or destruction of personal data;
4. Ensured reliability of any of its staff with access to personal data processed in connection with the T&Cs;
5. No transfer of personal data to a country or territory outside the EEA without ensuring the personal data is afforded adequate protection within the GDPR; and
6. The platform acts only on instructions from the user or regulator in respect of any personal data.

Legal Feasibility Research

Over the last three weeks, the team behind Telmi has diligently researched all of the legal considerations of the platform's development. The research included, but is not limited to, aspects surrounding developing a digital platform and the necessary legal factors to consider when providing legal information to asylum seekers.

More specifically, our research includes the following factors:

- Whether it is possible to provide legal information through a digital platform;
- Whether there are any legal obstacles which prevent Telmi's advisers and translators, who are based around the globe, from supporting Telmi's work in Greece;
- Conversely, whether there are legal obstacles in Greece which prevent advisers based abroad from supporting Telmi's work;
- Whether Telmi has to register as an NGO to provide its service in Lesbos;
- The way in which data protection laws would apply to case management and developing the internal database; and
- Whether to patent Telmi and how we could ensure copyright protection for the internal database.

Evidence of Existing Practice

Telmi Research Team has found evidence of apps that already provide legal support, but not specifically to refugees on the Greek islands. These include:

- **DonotPay**, a chatbot using Facebook Messenger to determine which application form the refugee needs to fill out and whether a refugee is eligible for asylum protection under international law.³
- **RefAid**, a mobile platform which shows asylum seekers and support workers to find services such as hospitals near their location, using a map with a simple interface.⁴

This evidence of existing practice is a strong indication that Telmi has the potential to streamline services offered to asylum seekers in Greece.

³ See The Guardian, 'Chatbot that overturned 160,000 parking fines now helping refugees claim asylum' available at <https://www.theguardian.com/technology/2017/mar/06/chatbot-donotpay-refugees-claim-asylum-legal-aid>.

⁴ See The Atlantic, 'The Apps That Help Refugees' available at <https://www.theatlantic.com/magazine/archive/2017/05/apps-for-refugees/521466/>; See also RefAid, available at the following links: <https://refaid.com/> and <https://en.reset.org/blog/refugee-aid-app-enabling-refugees-better-access-essential-services-06152017>.

Legality of Telmi Advisers Providing Advice

Telmi **will not be providing legal advice**,⁵ but **specific information** related to the Greek Asylum Procedure.⁶ We will **not be representing asylum seekers** in any way or undertaking any functions of a lawyer. Currently, this is done by several NGOs based on the island of Lesbos using volunteers. Pursuant to local laws, all NGOs have to be registered with the local authorities in Greece, including the individual advisers on the island of Lesbos.

Telmi will be bypassing this obstacle faced by NGOs based in Lesbos physically, by simply **providing a platform** (in the form of an **App and website**) that will be available to use by asylum seekers, **directly available** on their smartphones. The Legal Research Team has concluded there is no requirement to have a physical presence in Greece to provide general advice on seeking asylum or any rule against providing such advice via an App.

The Telmi Legal Research Team has found there have been prosecutions in several European countries related to assisting illegal immigration and human trafficking.⁷ Telmi will only be providing support to **individuals already on the island of Lesbos** and as such will not be breaching any laws. While legal advice can only be given by qualified legal professionals in their respective jurisdictions, the Legal Research Team has found that generalist advice and support can be given in several jurisdictions. Telmi will not be violating any laws by providing our service as we only target individuals already present in Greece and only with the asylum procedure up to the initial asylum interview. This work is permitted under Greek law.⁸

Furthermore, Telmi and its advisers will ensure legal compliance by:

- **Never** giving legal advice;
- **Never** suggesting to lie or be dishonest in the asylum interview;
- **Never** encourage violating any laws; and
- **Respecting** the integrity of the asylum procedure.

Telmi will ensure Advisers are supported

Telmi has developed the following facilities to ensure our advisers are able to provide the best support possible through:

- A **handbook** which aims to prepare the Advisers on supporting applicants on several aspects of their asylum interview;

⁵ It is illegal to provide legal advice if you are not qualified and licensed in the specific jurisdiction in which you intend to give advice. See for example: Title 8, Chapter V, § 129.1 of the US Code of Federal Regulations (United States); Immigration and Refugee Protection Act, Section 91 (Canada); Immigration and Asylum Act, section 82 V (United Kingdom).

⁶ This is **permitted under Greek Law**, Article 44(1) 4375/2016.

⁷ See for example, Council Directive 2002/90/EC of 28 November 2002 defining the facilitation of unauthorised entry, transit and residence; Section 353/A of the Hungarian Criminal Code.

⁸ Greek Law, Article 44(1) 4375/2016.

- Where necessary, advisers can request further support through the Telmi platform to communicate with a **Administrator**, who will in any case be overseeing the work of all advisers;
- A continuous professional development programme will be provided for the advisers so they are able to remain up-to-date with the latest changes in immigration policies, best practices to maintain privacy and confidentiality procedures through **online training** provided through Telmi's website;
- Telmi will **constantly check** for changes in Greek law by following all updates in line with all the updates of the Ministry of Migration and Asylum⁹;
- Telmi hopes to develop **partnerships** with lawyers that represent asylum seekers during their interview and appeal, through NGO European Lawyers in Lesvos or Lawyers Without Borders in Samos, to get quickly up-to-date on stringent practices of the agents conducting the interviews; and
- Advisers will be **monitored to ensure quality and compliance** with Telmi's policies.

A skeleton of the handbook is provided in the Annex.

External Database

To simplify the Advisers' work on the platform, we need to support and facilitate their research. This will be done through an integrated search engine. We will incorporate Google news to the website due to the fact that it :

- is very complete;
- has precise input search criteria like dates and location;
- switches languages to suit the researcher;
- stays up-to-date;
- is free to use

This will make the process more efficient.

The next step is entering into a **partnership with a risk analysis firm**, to allow all advisers on the platform to access their private database. For this purpose, we plan to contact risk analysis firms that specialise in areas where asylum seekers come from. For example many different risk analysis firms working in African countries such as Cameroon or Congo,¹⁰ Middle-East,¹¹ South and Central Asia¹² could be interested in supporting the help we provide nationals from those countries by giving us access to their databases.

⁹ See Greek Government Webpage <http://asylo.gov.gr/en/?page_id=119>.

¹⁰ See Altica Partners <<https://www.alticapartners.com/>>.

¹¹ See Risk Mena <<http://www.risk-mena.com/>>.

¹² See PAiR Investment Company Limited available at <<https://pairinvestment.com/page.php?page=3&cat=2222>>.

With this efficiency, help from General Advisers could be made much more streamlined, advisers will save time, and they will be able to focus on the quality of support given to asylum seekers.

Telmi will try to ensure the asylum procedure is not abused

Telmi will always emphasise the importance of honesty throughout from the asylum seekers.

As such, we will ensure that:

- An asylum seeker can only have **one user profile**;
- The importance of providing **truthful responses** is reiterated to the user at all times;
- Users who attempt to manipulate or abuse the support given by Telmi will be **blocked** from receiving further support;
- Where any legal changes occur in Greek asylum procedure, we will reflect them in our service;
- We will always use our **own verified and vetted interpreters** to ensure there are no conflicts of interests and that communication is as accurate at all times; and
- Any adviser found to have encouraged dishonest behaviour will be **removed** from the platform.

Confidentiality, Privacy and Security Considerations

Telmi will ensure compliance with all data protection laws to manage the confidentiality of the platform user's files. As such, Telmi will have the following requirements:

- Advisers and translators will have to sign **confidentiality agreements** which binds them to upholding confidentiality to ensure protection of the asylum seeker's identity;
- Users of the platform will sign a **confidentiality waiver** which will be available in their language of choice so that they are aware of what happens to their data; and
- In any case, no information on clients is permitted to be shared with external individuals or organisations.

The Telmi Legal Team have developed draft versions of these agreements that can be found in the Annex.

Further, Telmi will ensure privacy of its users through the following measures:

- **Anonymising the data** of the asylum seekers in the **internal database**;
- Identifying information about asylum seekers will be **destroyed** soon after their interview;
- Contact information of the advisers or translators will not be made available to the asylum seeker, meaning **all communication will have to be done through Telmi**; and
- All communication will be through **secure encrypted messenger** to ensure confidentiality and maintain privacy.

Telmi takes its obligation to protect data seriously through encrypting it, following the best practices of cyber security and taking other reasonable steps as necessary.

Patenting and Copyrighting

Telmi has concluded that it is not feasible to patent the platform at this time, given the public nature of the hackathon.¹³ However, to ensure data that we collect remains secure, especially the database of cases, we will seek copyright protection as well as other legal protections as needed.¹⁴ This will also ensure that the data cannot be misrepresented by other third parties.

For the Future

The Telmi Legal Research Team also identified legal questions that will be addressed in the near future once the platform has been finalised. These include:

- Choosing a forum in which the adviser, Translator or Client would be able to bring any grievances against Telmi;
- Developing a comprehensive 'Terms and Conditions of Usage' of Telmi for for Advisers, Interpreters and Users;
- Developing App Store Agreements and End User Licence Agreements.¹⁵

Asylum Procedure

Telmi has studied the Asylum Procedure of Greece carefully to be able to inform the asylum seeker clearly and sufficiently. Telmi has **developed a general information page** that will be available in **languages commonly understood by asylum seekers** through our website and the App, which seeks to **inform the asylum seeker of the asylum procedure**.

The advisers will be able to advise on how the asylum seeker can prepare for their asylum interview, what their rights are, what to expect and what to do after the interview. Telmi has studied all the rights and obligations of the asylum seekers in all circumstances to be able to inform them clearly and sufficiently. Telmi advisers will not be able to help with Appeals.

An example of the information the asylum seeker will be able to see without having an adviser assigned is reproduced in the Annex.

¹³ See European Patent Office, available at <https://www.epo.org/applying/european/Guide-for-applicants/html/e/index.html>.

¹⁴ See, Bird and Bird, available at <https://www.twobirds.com/en/news/articles/2004/uk-database-rights-defined>; UK Government Website, available at <https://www.gov.uk/guidance/sui-generis-database-rights-after-the-transition-period>.

¹⁵ See Thomson Reuters, available at [https://uk.practicallaw.thomsonreuters.com/Cosi/SignOn?redirectTo=%2f7-525-8637%3fttransitionType%3dDefault%26contextData%3d\(sc.Default\)%26firstPage%3dtrue](https://uk.practicallaw.thomsonreuters.com/Cosi/SignOn?redirectTo=%2f7-525-8637%3fttransitionType%3dDefault%26contextData%3d(sc.Default)%26firstPage%3dtrue).

Conclusion

Telmi offers an innovative approach to empowering asylum seekers through technology. We aim to facilitate all aspects of legal support to make Telmi as efficient and easy-to-use as possible for everyone.

We will reduce all practical barriers to volunteering, such as travel time, money to spend on site and language barriers. There is no reason why today's technology should not be deployed as a bridge between asylum seekers in Greece (for now) and advisers from all over the world.

The Telmi team is confident it has the potential to overcome obstacles faced by asylum seekers in the wake of the current pandemic. Telmi is most confident of its capacity to revolutionise the entire support system offered to asylum seekers, well beyond the time period of the pandemic and the geographic area of Lesbos.

Telmi Web Design: A Guide

The following section outlines our web design. here is a supporting screenshot library in the Annex.

Screen 00: Logo

Screen: Platform loading

Screen 1: Choose the language of the app. You can choose from the most commonly used languages in the camps.

Screen 2: Overview of the homepage

Screen 3: Sign in:

- Screen 4: Sign-in for General Adviser will bring them to their profile or the dashboard/feed of cases
 - Advisers can be **lawyers, jurists, and law students**. They are not providing direct legal advice, as there is no retainer/engagement agreement between the both parties.
 - Advisers will only provide legal information on the asylum process, interview process, or ramifications of certain actions or omissions.
- Screen 5&6: Applicant signs in with his asylum seeker's number

Screen 7: Overview of the homepage

Screen 8 - Screen 21: Questionnaire Asylum

Screen 9: The Languages listed are the most commonly spoken languages in the camps.

Screen 10: This is important as we won't match applicants with an adviser unless they have an asylum interview scheduled in the 6 next months. In the event that we cannot provide enough advisers we try to prioritise the advisers' service for the most urgent cases.

Screen 11: One of the ways Telmi will prioritise cases is based on the date of the asylum interview

Screen 11b: If the applicant already has a lawyer we will not provide them with an adviser, but we will provide them access to the information on the asylum procedure. This is another way to **determine the need of the applicant and to prioritise requests**.

Screen 12b: This message informs the applicant that we will not provide them with an adviser. To ensure fairness, Telmi focuses on applicants without legal representation or other sources of legal support.

Screen 13: Question to ask if the asylum seeker already has an adviser or lawyer outside of Temi

Screen 14: What are your reasons for seeking asylum?

In this section, our Telmi **Natural Language Processing** functionality is used to:

- **Analyse** words used by applicants to identify **keywords** indicating vulnerability
- **Assist** Advisers' efficiency by identifying cases that require urgent assistance and allowing Telmi to **prioritise** the cases
- **Facilitate** Telmi in deciding whether or not the case should be brought to a specialist Adviser, in an impartial and unbiased manner.

Screen 15 & 16: This section allows us to provide specific information about the applicant's location, such as available services, healthcare facilities, and jurisdiction.

Screen 17: That gives us information to match female applicants with female Advisers as trauma and intimate stories can be difficult to share with men.

Screen 18: Gender of the applicant.

Screen 19: Exact date of birth on asylum card.

Screen 20: This tick box serves to classify all demands by topic. Once the case is closed it will be accessible from our internal database to provide information on "same topic" new cases.

Screen 21:

What if the asylum seeker makes a mistake on their questionnaire?

- **They will not be able to amend** any information and cannot go back;
- any mistake is the **applicant's responsibility**;
- The applicants are **clearly warned** of this.

Therefore, it is important that we ensure the applicants double check the information they input into our database.

By limiting the ability to change information inputted into the database, we are **limiting any abuse of process** and facilitating our Advisers to be able to **assist with multiple cases at once**.

Screen 22: Where the adviser is pending to be connected with the asylum seeker.

Screen 23a : If the asylum seeker does match with a Adviser.

Screen 23b: If the asylum seeker does not match with a Adviser.

Screen 24: Homepage of the Adviser Chart..

Screen 25 - 37 : Personal Questionnaire

Screen 25: Full name of the Adviser.

Screen 26: Name is only given for the Adviser. All the cases in the Internal Database will be anonymised to ensure compliance with data protection laws.

Screen 27: This is important, as the procedure changes according to the date of entry in Greece. The EU-Turkey Treaty applies to irregular entry after March 2020 and provides that the asylum seekers should be sent back to Turkey.

Screen 28: Reasons for seeking asylum.

Screen 29 & 30: Upload photos.

Screen 31: Country of origin is essential information so that we can understand what happened in an applicant's country of origin and if he/she could have experienced any persecution.

Screen 32: The countries listed are those that have the most nationals in the camps in Greece, but we will include all countries at a later stage in the development of the platform.

Screen 33: Knowing the applicant's date of departure can provide clues about their route and the manner in which they arrived in Greece, **detect lies, spot inconsistencies** or start to prepare for the asylum interview, as the adviser will ask him/ her about this date.

Screen 34a and b: This is important for the interview preparation as applicants and their family members could benefit from the family reunification procedure. Even if they do not

meet these criteria, we will still inform them that it is a part of the process, as their asylum interviewer will ask them about it during their interview.

Screen 35a & b: The **maps permit applicants to show their Adviser how they travelled** to Greece, which **include the departure and arrival dates, and the route taken**. In addition, it allows us to **spot inconsistencies** in the story or prepare the asylum seeker in the event that the “safe third country principle” applies to him/her. This also facilitates asylum seekers **suffering from PTSD to recall certain aspects** of their journey.

The safe third country principle upholds that if the applicant was in a country that was declared “safe” for him/her, then they can be sent back to that country, even if it is not their originating country.

Screen 36: Once again, this is useful for the adviser to help the applicant prepare for his/ her interview and for the classification of the case in our internal database.

Screen 37: Adviser questionnaire.

Screen 38 & 39: Messaging feature in the platform:

- **Casual** messaging app
- Advisers **will know** when the applicant has seen their messages but the **applicant will not**
- Option to **send documents** (videos, photos, word, pdf)
- Tick box warning applicants to use the messaging feature **properly**
- Statement informing them about the **confidentiality** of the communication
- Statement informing them about the **encryption** of the communication

Screen 41 to 46 : Info pages

Screen 41 : Overview of info page

Screen 42 : This page will provide any COVID-19 updates pertaining to their camp. This will be useful for them to know if they should stay home, take transmission precautions, or any governmental measures that might apply to them.

Screen 43: This is the FAQ page where, if they need further info we can't provide them as advisers (not lawyers), we give them additional resources to find the answers to their questions.

Screen 44 & 45: This page will give them general information, especially about legal qualifications that apply to them but whose implications they may not understand. A guide to their rights, outside of the interview, is also provided.

Screen 46: This page will give Advisers the opportunity to obtain more up-to-date information about the applicant's country of origin. This is useful for the applicant as an information source but also for the Adviser for interview preparation

Screen 47 and 48 : Profile Page

Screen 47: When an applicant goes to their profile, we inform them that they can't change any of it as mentioned when they complete their questionnaire. The advisers must work with the information given in the questionnaire and not use other information provided in the chat.

Screen 48 : Summary of the applicant's personal information. No changes are allowed.

Annex

Confidentiality Waiver and Agreement

Name of applicant:

Date of Birth:

Identification: [I.E. Case Number]

Country of Origin:

Relevant national identification: [only if available – e.g. passport or licence]

I [Name] hereby authorise the Telmi to:

1. Request access to, collect, record and store digitally, all relevant information (“data”) for the purposes of assisting me in applying for asylum in the Hellenic Republic.
 - i. Such data includes, but is not limited to, personal information that may be used for identification, legal records, medical records (including psychological) as well as any information I disclose to Telmi for the purposes of applying for asylum in the Hellenic Republic.
 - ii. The data will be held on a secure encrypted digital database held by Telmi, which is protected by stringent cybersecurity practices.
 - iii. Telmi will take all reasonable measures to maintain the confidentiality of my file and my privacy at all times.
 - iv. The data will be available to view by the assigned adviser to my case and their supervisor.
 - v. The data will be stored for as long as necessary for the purposes of assisting my asylum application and thereafter will be made anonymised to develop a database to assist future advisers.
 - vi. This data may not be shared with external organisations or individuals without my prior consent in writing, or in my presence with subsequent written consent that is dated and signed.
2. Permit the disclosure and sharing relevant information with the following authorities **[LIST OF THE ORGANISATIONS E.G. Greek Asylum Service Office, UNHCR etc]** for the purposes of ensuring the integrity of the asylum process, and obtaining necessary support such as housing, medical treatment and transfer.

I [Name] hereby agree and understand that:

1. Telmi and its advisers and translators are acting in a not-for-profit capacity, for the sole purpose of ensuring the asylum seeker is correctly and sufficiently informed of his/her/their rights, the processes and the applicable regulatory frameworks related to claiming asylum in the Hellenic Republic.
2. The information presented by Telmi and its advisers, is not legal advice, is not to be acted on as such, may not be current and is subject to change without notice.
3. I must explicitly inform Telmi of information that I do not wish to be shared.
4. Telmi will not be responsible in any way for the outcome of my asylum interview and I will not be able to receive any direct support from Telmi to pursue an appeal.
5. I have the right to request access to my data.

The foregoing is agreed by: [applicant name/e-signature]

on [date].

Agreement on the Obligations of Advisers

Name of Adviser:

Date of Birth:

I [Name] confirm that I agree to be bound to the following:

1. I will only provide assistance, consisting of providing general information about applicant's rights, explaining the procedure of asylum, providing help for the preparation of the personal asylum interview.
2. I will not provide or undertake the following:
 - a. Representation for asylum seekers, including for unaccompanied minors, in any way, throughout their application process;
 - b. Researching and drafting submissions in support of asylum seekers' or applications for international protection;
 - c. Assisting with family reunification applications under the Dublin Regulation;
 - d. Responsibility for an interesting and varied caseload; and
 - e. Developing and maintaining good relations with applicants for international protection, relevant stakeholders and other actors.
3. I will never, in a any manner, at any moment, provide legal advice, or encourage any illegal activities or the following:
 - a. Intentionally assists a person who is not a national of a European Member State to **enter, or transit across, the territory of a European Member State** in breach of the laws of the State concerned on the entry or transit of aliens;
 - b. Financial gain, intentionally assists a person who is not a national of a Member State to reside within the territory of a Member State in breach of the laws of the State concerned on the residence of aliens;
 - c. Providing services in the fields of education, health care, housing, social security and assistance, labour protection and justice;
4. I understand that if I breach this agreement, or other terms and conditions of Telmi may terminate my access to the clients, the internal database as well as other Telmi services, and I may face legal proceedings.

Signature:

Date:

Skeleton for Advisers' Handbook

I - Reception and Identification

- A - Access to the territory and push backs
- B - Reception and identification procedure
- C - Registration of the asylum application

II - Procedures

- A - Regular Procedure
- B - Dublin
- C - Admissibility Procedure
- D - Border Procedure
- E - Fast-track border procedure
- D - Accelerated Procedure

III - Personal Interview Preparation

- A - Rights of the applicant
 - 1 - General Rights
 - 2 - Special rights for vulnerable people
- B - Tips and mistakes to avoid
 - 1 - Too suggestive questions
 - 2 - Stop exchanges if lies are detected
- C - Typical Questions
 - 1 - Questions about your reason for leaving
 - 2 - Questions about a possible return to your home country/ Turkey
- D - How to answer
 - 1 - Precision of the answers
 - 2 - Importance of the truth
- E - Essentiality of speaking the truth

IV - Guarantees for vulnerable groups

- A - Identification
- B - Special procedural guarantees
- C - Use of medical reports
- D - Legal representation of unaccompanied children

Example of General Information Provided on the Asylum Procedure for Telmi Users

- An **asylum seeker** is someone seeking international protection outside of their home country, but not yet recognised as a refugee;
- International law allows for the two forms of protection for as asylum seeker
 - 1) Becoming recognised as a **Refugee**, meaning the individual cannot return to their home country due to well-founded fears of persecution based on race, religion, nationality, membership of a particular group or political opinion; or
 - 2) **Subsidiary Protection**, that is given to an individual who flees their home country fearing the death penalty, torture, threat to life due to widespread violence resulting from an armed conflict or inhuman and degrading treatment or punishment.
- Where an individual is not granted one of these protections, a **rejection** is pronounced;
- **Safe-Third Country** principle is used to return asylum seekers to another country that has provided them with one of the protections and is deemed safe.

The **Greek Asylum Procedure** requires the asylum seeker to apply for one of above protections at a Regional Asylum Office. This Application will be considered over 6 to 9 months. During such time, a personal interview will also be scheduled at the Regional Asylum Office.

A **Personal Interview** can last upto 8 hours or more, and is essential for the Asylum Office to make its decision. During the interview, the Asylum Seeker is required to give detailed information on the reasons for their application, and provide as much evidence as possible. The asylum seeker is granted the right to legal advice, to access to an interpreter, to change their interpreter, to ask for questions to be repeated and to request breaks as needed.

Appeals of the personal interview must be done within 30 days, 15 days or 5 days depending on particular situations and must be led by a Greek Lawyer. Telmi will not be providing services at this stage, but can direct its client to reputable Greek lawyers.

Screenshot Gallery

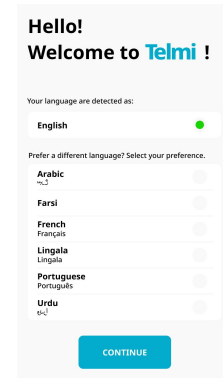
00 Loading



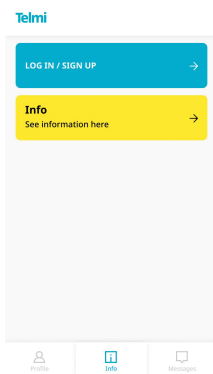
00 Loading 2



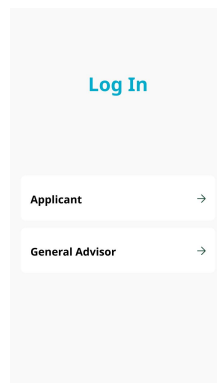
01 Onboarding



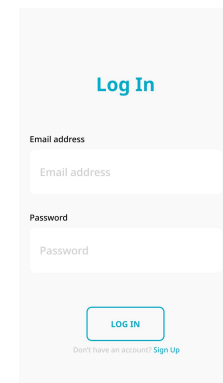
02 HomePage



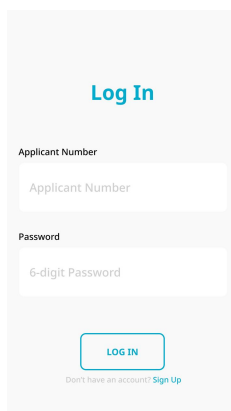
03 Sign in 01



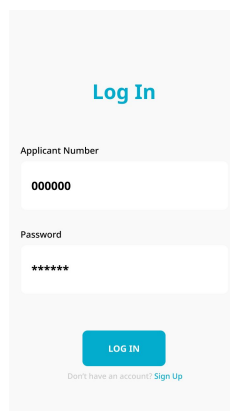
04 Sign In - Adviser



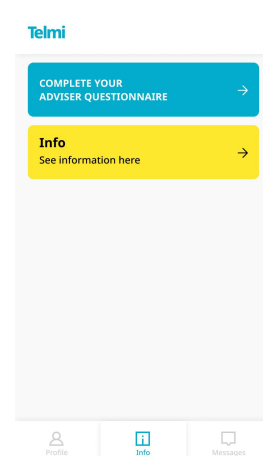
05 Sign In Applicant



06 Sign in Applicant



07 Homepage



08 Preliminary Questionnaire - Translated

Please complete this questionnaire

All the information you provide should be accurate and truthful. You will not be able to edit or change any of this information once you click next.

START

08 Preliminary Questionnaire

Please complete this questionnaire

All the information you provide should be accurate and truthful. You will not be able to edit or change any of this information once you click next.

START

09 Preliminary Questionnaire

Which languages do you speak?

Your Primary Language

English ☒

Select all languages that you speak.

Arabic ☐

Farsi ☐

French ☐

Lingala ☐

Portuguese ☐

Urdu ☐

NEXT

10 Preliminary Questionnaire

When is your asylum interview scheduled?

9 January
10 February
11 March
12 April
13 May 2020
14 June 2021
15 July 2022
16 August 2023
17 September 2024

NEXT

11a Preliminary Questionnaire

For an adviser come back within 6 months of your interview!

We are redirecting you to the info page.

RETURN TO INFO

11b Preliminary Questionnaire

Do you already have a lawyer/ advisor?

Yes ☐

No ☐

NEXT

12a Preliminary Questionnaire

Do you have a lawyer/advisor?

Yes ☒

No ☐

NEXT

12b Preliminary Questionnaire

You can access information and updates.

RETURN TO HOME

13 Preliminary Questionnaire

Do you have a lawyer/advisor?

Yes ☐

No ☒

NEXT

14 Preliminary Questionnaire

ما هي أسباب طلب
اللاجئ؟

اكتب هنا

001 كلمة بحد أقصى

التالي

14 Preliminary Questionnaire-1

What are your reasons for seeking asylum?

Write Here

100 words max.

NEXT

15 Preliminary Questionnaire

Which location / refugee camp are you located at?

Location / Refugee Camp

NEXT

16 Preliminary Questionnaire

Which refugee camp are you located at?

Kos

Samos

Chios

Lesvos

Kos

Thessaloniki

Athens

Other

NEXT

17 Preliminary Questionnaire

Sex

Female

Male

NEXT

18 Preliminary Questionnaire

Sex

Female

Male

NEXT

19 Preliminary Questionnaire

Date of birth

9 January 1996

10 February 1997

11 March 1998

12 April 1999

13 May 2000

14 June 2001

15 July 2002

16 August 2003

17 September 2004

NEXT

20 Preliminary Questionnaire

What are your reasons for seeking asylum?

Select all that apply

Victim of SGBV (Sexual Gender Based Violence)

Political Affiliation

Discriminated on Religious Violence

Sexual Orientation

War and Civil War

Economic Hardship

Seeking Medical Help for Severe Illness

Human Rights Violations

Environment and Climate

NEXT

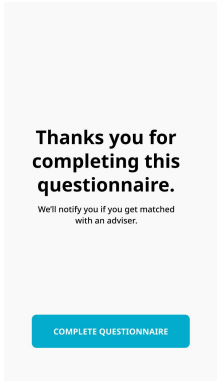
21 Preliminary Questionnaire-1

Obrigada por completar este questionário.

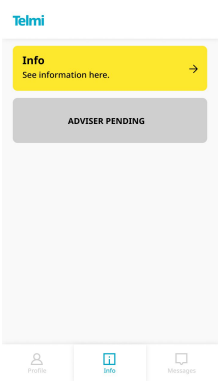
Receberás uma notificação se um conselheiro atender o teu caso.

COMPLETAR O QUESTIONÁRIO

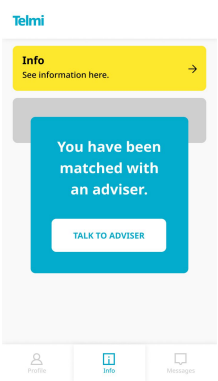
21 Preliminary Questionnaire



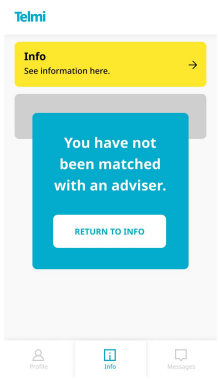
22 Homage Adviser Pending



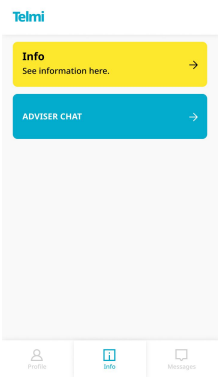
23a Adviser Matched



23b Adviser Adviser Not Matched



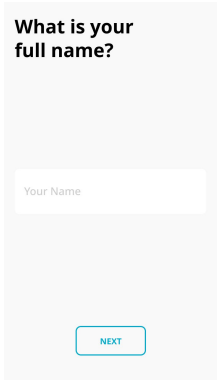
24 Homepage Adviser Chat



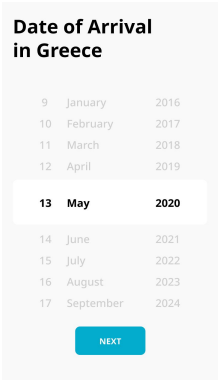
25 Adviser Questionnaire



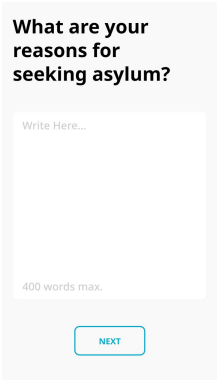
26 Adviser Questionnaire



27 Adviser Questionnaire



28 Adviser Questionnaire



29 Adviser Questionnaire

Add a Photo

Add your photo (optional)

SKIP

30 Adviser Questionnaire

Add a Photo

Photo Added

NEXT

31 Adviser Questionnaire

Country of Origin

Country

NEXT

32 Adviser Questionnaire

Country of Origin

Iraq

Syria

Iraq

Afghanistan

Iran

Cameroon

Congo

Palestine

Togo

Pakistan

NEXT

33 Adviser Questionnaire

Date you left country of origin

9	January	2016
10	February	2017
11	March	2018
12	April	2019
13	May	2020
14	June	2021
15	July	2022
16	August	2023
17	September	2024

NEXT

34a Adviser Questionnaire

Family Members with you

None

Add Name Relationship

ADD A FAMILY MEMBER

NEXT

34b Adviser Questionnaire

Family Members with you

None

Name Last Name Son

ADD A FAMILY MEMBER

NEXT

35a Adviser Questionnaire

Reconstruct your journey to Europe

Click on the map to add journey.

NEXT

35b Adviser Questionnaire

Reconstruct your journey to Europe

Click on the map to add journey.

NEXT

36 Adviser Questionnaire

Vulnerability Check List

Select all that apply (must provide certificate or proof)

- Sexual Abuse ☐
- Handicapped ☐
- HIV Positive ☐
- Pregnant ☐
- Unaccompanied Minor ☐
- PTSD ☒

[NEXT](#)

37 Adviser Questionnaire

Thanks you for completing your profile

You're now able to talk to your adviser.

[COMPLETE PROFILE](#)

38 Adviser Chat - Notice

Adviser Name

Messages to this chat are now with end-to-end encryption. Tap for more info.

Some of the information shared between the general advisers and refugee will be confidential, however there may be some surveillance from someone operating the app to ensure that no negligent or improper messages are being sent.

I agree to not use the messaging feature for any improper or negligent purposes and to always provide accurate and truthful information.

☒ I AGREE

[CONTINUE](#)

Write message... [→](#)

[Profile](#) [Info](#) [Messages](#)

39 Adviser Chat

Adviser Name

Messages to this chat are now with end-to-end encryption. Tap for more info.

Some of the information shared between the general advisers and refugee will be confidential, however there may be some surveillance from someone operating the app to ensure that no negligent or improper messages are being sent.

هيا هيا
This is a message. (translated)

Hello!
هيا هيا

[+ Write message...](#) [→](#)

[Profile](#) [Info](#) [Messages](#)

40 Homepage- info

Telmi

[Info](#)
See information here. →

[TALK TO ADVISER](#) →

[Profile](#) [Info](#) [Messages](#)

41 Homepage info

← Info

[COVID-19 Updates](#)
Lorem Ipsum.
[SEE MORE](#) →

[FAQ](#)
Lorem Ipsum. →

[General Info on Asylum](#)
Lorem Ipsum. →

[Important Facts on Countries](#)
Lorem Ipsum. →

[Clinics](#)
Lorem Ipsum. →

[Profile](#) [Info](#) [Messages](#)

42 Info - COVID

← Covid-19 Updates

Hot Spots

- [Samos](#) →
- [Chios](#) →
- [Lesvos](#) →
- [Kos](#) →
- [Thessaloniki](#) →
- [Athens](#) →

Updates

- [WHO Updates](#) →
- [UNHCR Refugee Updates](#) →
- [UNHCR Updates](#) →

Clinics

- [Pregnancy](#) →

[Profile](#) [Info](#) [Messages](#)

43 Info -FAQ

← FAQ

How can I apply asylum in Greece? [↑](#)
You can apply to the Regional Asylum Offices, depending on their local jurisdiction but you will probably, according to the high number of demand, to apply on [skype](#).

Can counsellors give me legal advice? [✓](#)

Can I return to my home country? [✓](#)

I am an unaccompanied minor, can I apply for asylum? [✓](#)

Can you fulfill documents for me? [✓](#)

I am under detention, how can I apply for asylum? [✓](#)

[Profile](#) [Info](#) [Messages](#)

44 Info - General

← General Info on Asylum

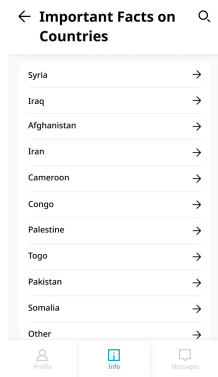
Asylum Procedure

- [I - What does it mean to have a refugee status?](#) [✓](#)
- [II - Procedures of asylum in Greece](#) [✓](#)
- [III - Useful Documents you should find](#) [✓](#)
- [IV - Appeal](#) [✓](#)

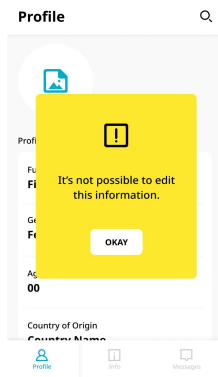
"Rights and obligations of Asylum seekers apart of the interview" [✓](#)

[Profile](#) [Info](#) [Messages](#)

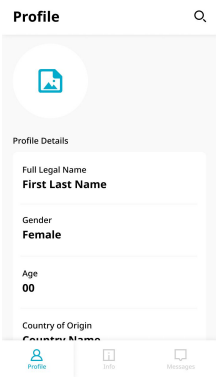
46 Info Facts on countries



47 Profile Notice



48 Profile



48 Profile - 1

