



**Governo do Estado de São Paulo
Secretaria da Administração Penitenciária**

SAP Resolution No. 091/2025

*Regulates the project “**Family Connection Project – phase 4 – International Migrant**” – Virtual visits for international migrants deprived of liberty, in the penal institutions of the Penitentiary System of the State of São Paulo.*

The Secretary of Penitentiary Administration, in the exercise of the attributions conferred upon him by Article 22, item II, subparagraph “i”, of State Decree No. 69,228, of December 23, 2024;

Whereas external contact, especially that maintained through emotional bonds, contributes significantly to the resocialization and social reintegration of the person deprived of liberty, as provided for in article 41, item X, of the Law on the Enforcement of Sentences;

Whereas the Complementary Law No. 1416, of September 26, 2024, instituted the career of Penal Police Officer within the framework of the Department of Penitentiary Administration;

Considering SAP Resolution No. 128 of December 26, 2024, as amended by SAP Resolution No. 015 of March 5, 2025, which establishes the organizational structure and defines the competencies and duties of the Penal Police of the State of São Paulo;

Whereas the positive experience and the success indicators in meeting the objectives of the phases of the “Family Connection Project;”

Whereas the Resolution No. 405/2021 of the National Council of Justice establishes procedures for the treatment of migrant persons in custody, sentenced, defendants, convicts, or deprived of liberty, providing for the holding of virtual visits and the availability of other means of contact with the outside world, including with persons located in other countries, in an unbureaucratic manner.

Whereas the United Nations Standard Minimum Rules for the Treatment of Prisoners, a document that Brazil actively collaborated in drafting, which reinforces the substantial importance of the imprisoned people's visitation rights and was expressly incorporated into São Paulo's legal system, pursuant to Article 143, of the State Constitution.

Whereas the respect for different nationalities and the diversity of native languages, ratified by the American Convention on Human Rights through which it is known that “the essential rights of man are not derived from one's being a national of a certain state, but are based upon attributes of the human personality.”

Whereas the State's interest in guaranteeing international migrant inmates the same right as Brazilian inmates to contact and maintain emotional bonds with their

families;

Whereas the relevance of external contact for the resocialization and reintegration of inmates, as well as for maintaining order and discipline in penitentiary institutions;

Whereas the constant development of technological advances, especially to offer solutions in situations where distance is a limiting factor;

Whereas the importance of visitation for restoring, strengthening and maintaining bonds.

It is hereby resolved:

Article 1. *To establish the “Family Connection Project – phase 4 – International Migrant” – Virtual visits for international migrants deprived of liberty in penal institutions of the Penal Police of the São Paulo State Secretariat of Penitentiary Administration.*

Article 2. The “Family Connection Project – phase 4 – International Migrant” will be implemented, mandatorily and in full, and available to all people residing outside Brazil and registered on the *specific visiting list for this project*, for international migrants in custody, in penal institutions, linked to any of the penal enforcement coordination offices and psychiatric custody and treatment hospitals, subordinate to the Penitentiary System Health Coordination Office.

Article 3. Prospective visitors residing abroad must register a request for inclusion on the visiting list through the São Paulo State Secretariat of Penitentiary Administration website (<http://www.sap.sp.gov.br>), by filling out a form containing the information below, followed by the *upload* of the supporting documents:

- I – full name of the prospective visitor;
- II – full name of the international migrant in prison;
- III – registration number of the international migrant in prison;
- IV – identification document of the prospective visitor (with photo);
- V – proof of residence of the prospective visitor;
- VI – phone number for contact purposes;
- VII – email address for contact purposes;
- VIII – degree of relatedness;
- IX – identification of the penal institution where the international migrant is

in custody.

Paragraph 1. The system will display an automatic message translated into three languages: English, French and Spanish for the prospective visitor, informing them that the request has been forwarded to the penal institution, which has 10 business days to process the request.

Paragraph 2. The penal institution will receive an email with the form and documents for inclusion on the specific visiting list for virtual visits under this project.

I – In case of need for translation or endorsement of international documents, you may request assistance through the Specific Policies Service of the Social Reintegration and Citizenship Coordination Office, which will request technical support from the Translation Coordination Office of the Federal Public Defenders' Office.

Paragraph 3. Only persons with foreign nationalities, residing outside the national territory, who present the necessary documentation and prove their family or emotional bonds with the *international* migrant in custody may be qualified for virtual visits.

Paragraph 4. Once the necessary documentation has been received and the family or emotional bond has been proven, the penal institution will include the visitor on the specific list to carry out the virtual visits provided for in this project, and will forward a standard message, after obtaining the consent of the international migrant in custody, translated into English, French and Spanish, to the email address registered by the applicant, accompanied by the visitor card, valid for 12 (twelve) months, which will be used to register in the virtual visit scheduling system.

Paragraph 5. Upon the expiration of the card's period of validity, the visitor must provide the penal institution with their updated address, through documented proof.

Paragraph 6. The visitor must access the website of the Secretariat of Penitentiary Administration (<http://www.sap.sp.gov.br>), in the tab “Services > For Visitors > Family Connection > Virtual Visits > Account > Create an account” and register in the scheduling system.

Paragraph 7. The *login* will be the visitor card number, and the password must be set at the time of registration by the visitor.

Paragraph 8. The visitor will receive, at the registered email address, a message containing a link to activate their registration in the virtual visit scheduling system. After activation, the visitor will be able to access the system and request the scheduling of the virtual visit.

Paragraph 9. Only persons duly designated by the international migrant in custody and registered by the penal institution in the specific visiting list for this purpose may request and participate in the virtual visit.

Article 4. Visitors residing in a foreign country, duly active and included in the “Family Connection Project – Phase 4 – International Migrant” visiting list may request a virtual visit, but will be prevented from making an in-person visit, since the rules applicable to the list of in-person visits comply with the criteria established in SAP Resolution 144 of June 29, 2010.

Article 5. The same visitor residing abroad may request virtual visits to different international migrants deprived of liberty, provided that they are duly registered on the specific visiting list for each of them.

Article 6. Changes and exclusions from the visiting list of the international migrant must be requested in writing by the inmate or the visitor, following the rules of the Standard Internal Regulations of the State of São Paulo;

Paragraph 1 – Substitutions of spouses or partners shall be carried out in compliance with a minimum period of 180 (one hundred and eighty) days for the appointment of another visitor and with the approval of the Head of Department or Division of penal institutions or Psychiatric Custody and Treatment Hospitals, in accordance with Articles 107 and 108 of SAP Resolution No. 144 of June 29, 2010 – Standard Internal Regulations of the Prison Units of the State of São Paulo.

Article 7. Up to 8 (eight) people with a family bond or up to 2 (two) people with an emotional bond residing abroad may be appointed and accredited.

Paragraph 1. It will be permitted, in each virtual visit, the participation of up to two (2) individuals registered as residing in a foreign country, upon prior notification at the time of the scheduling request. Children up to 12 years of age will not be counted, provided that

they are duly accompanied by their legal representative or, in the absence of the latter, by the person designated as their guardian, both of whom must be listed among the individuals named and authorized to participate in the virtual visit;

Article 8. For the purposes of the provisions of article 6, the penal institution must carry out the proper supervision and control in order to avoid visitations which diverge from the modality chosen by the visitor.

I – the penal institution must enter the option for international virtual visits in the observation section of the visitor's registration page in the Unified Prison Management System (GPU);

II – for the purposes of this article, the Unified Prison Management System (GPU) may block the access to in-person visits when the registered visitor is located in foreign territory.

Article 9. The execution of the *Family Connection Project – phase 4 – International Migrant for international migrants* will consist of the following stages:

I – the *Family Connection Project – phase 4- International Migrant for international migrants* will be available on the website of the São Paulo State Secretariat of Penitentiary Administration, through the link <http://www.sap.sp.gov.br/>, in the “services” tab, for access by persons residing in foreign territory;

II – the prospective visitor must request their inclusion on the visiting list by filling out a form, pursuant to Article 3;

III – on the first access, it will be necessary to click on “create account”, fill out the form with personal data, email address and wait for the validation of the account;

IV – the account validation confirmation will be sent to the email indicated, with the *link* to schedule a visit;

V – the person registered on the visiting list must select the “Virtual Visits” option and will automatically be redirected to the scheduling system;

VI – any updates regarding the scheduling request can be checked via the system using the visitor's account;

Article 10. To operate the system, the following guidelines must be observed:

I – the scheduling must be requested through the “Family Connection” platform, located on the *website* of the Secretariat of Penitentiary Administration;

II – visits will be conducted via videoconference, using the “*Microsoft Teams*” platform at the stations used for remote hearings, or others available at the facility;

III – virtual visits will be held on days and in pavilions opposite to those of in-person visits, from 8 a.m. to 4 p.m. (Brasília time), with a maximum time of 10 minutes per visit;

IV – there must be an interval between visits to allow for equipment maintenance, cleaning, and changing of the person deprived of liberty;

V – The operation of the system, within penal institutions or Psychiatric Custody and Treatment Hospitals, shall be under the responsibility of the Internal Security and Discipline area, which is subordinate to the Head of Department or Division of the respective institutions, who shall designate the person responsible for its implementation;

VI – the same visitor may request visits for different inmates, provided that they are duly registered on the specific visiting list for each of them;

VII – new scheduling requests will only be accepted for international migrants deprived of their liberty who do not have any registered requests or whose requests have already been fulfilled or cancelled, provided that the period for requests is available;

VIII – the responsible employee must verify if the visitor is properly registered on the list of the migrant person as well as if there is any suspension in place. The scheduling of the visit can only be made for individuals with legal status.

IX – The two people registered on the visitor list who will participate in the

international virtual visit may be in the same environment, using the same access or different accesses.

X – Penal institutions will have up to five days to analyze the prospective visit and send the details of the visit, including the date and time, as well as guidelines for participation and a *link* to the *Teams* platform user manual, to the email address registered in the scheduling system, in a standard message translated into three languages: English, French, and Spanish, as per Annexes I and II;

XI – the virtual visit will be accompanied from start to finish by a penal police officer, safeguarding the privacy of all involved;

XII – when starting the virtual visit, the penal police officer must inform all participants of the rules imposed, alerting them to the rules in accordance with Article 130 of SAP Resolution 144, dated June 29, 2010;

XIII – the provisions of Article 115 of SAP Resolution 144, dated June 29, 2010, apply to virtual visits, as appropriate;

XIV – the virtual visit may be interrupted at any time if the responsible employee observes inappropriate conduct that is incompatible with the current rules of any of the parties involved, issuing an event report for information and determination of responsibilities, in accordance with Article 130 of SAP Resolution 144, dated June 29, 2010;

XV – If the penal institution's system is not functioning during the visit, the visit must be rescheduled to the next available day and time on the schedule.

XVI – the virtual visit may be recorded if the head of the penal institution deems it necessary, with the knowledge of both parties (the *international* migrant deprived of liberty and the visitor);

XVII – participants in the virtual visit are expressly prohibited from capturing, reproducing, and disseminating images and/or audio by any means, subjecting the person responsible to the loss of the right to use this resource and to the appropriate disciplinary procedure for any applicable sanctions;

XVIII – To begin the service, visitors must present their visitor card, issued by the penal institution, or a photo identification document (National Migration Registration (RNM), passport, or document already approved by the penal institution), for verification of the data registered at the time of scheduling;

XIX – The benefit of virtual visits to inmates who are proven to have used the equipment to commit illegal acts will be cancelled, in addition to being penalized for the acts committed, in accordance with current Brazilian law;

XX – The applicant for the virtual visit must be appropriately dressed and aware of the implications of non-compliance with the rules, in accordance with Article 130, item VI, and Article 131 of SAP Resolution 144/2010;

XXI – information regarding visits scheduled in the system or by the penal institutions themselves, cancelled or carried out during the month, must be entered and updated in the GPU system in the “service module,” using the service type “Family Connection – Virtual Visit International Migrants;”

XXII – Monthly reports generated by the GPU must be forwarded by the coordination offices within five business days of the following month to the Office of Social Reintegration and Citizenship Coordination for analysis of results indicators.

XXIII – virtual visits may be suspended in accordance with Article 114 of SAP Resolution 144, dated June 29, 2010, which establishes the Standard Internal Regulations in penal institutions in the State of São Paulo;

Article 11. This Resolution will enter into force on the date of its publication, and any provisions to the contrary will be overruled.

São Paulo, on the date of the digital signature.

MARCELLO STREIFINGER

Secretário de Estado

ANNEX I

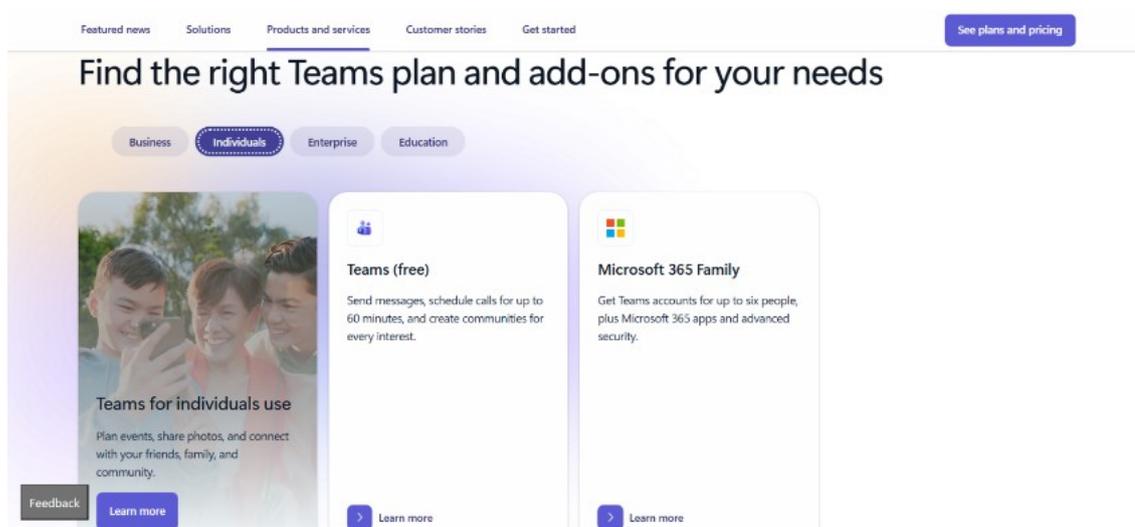
PRESENTING THE TOOL

Microsoft Teams is a tool that allows you to hold free video conferences using your computer, tablet, or smartphone.

Access via computer can be achieved through an internet browser or by installing the Microsoft Teams program. For the virtual visit, you must have an Internet connection and devices with a webcam, microphone, and speaker.

If you are connecting from a smartphone, you will need to download the free Microsoft Teams app from the app store. If your operating system is Android, search for it on Google Play. If it is iOS, visit the App Store.

To connect from a smartphone (cell phone), or if you have downloaded the computer app (download for Windows), you must register with Microsoft Teams before using it. This tool offers business, educational, or personal use plans. To register for the free plan, select the "individuals" option, depending on the country you are in.



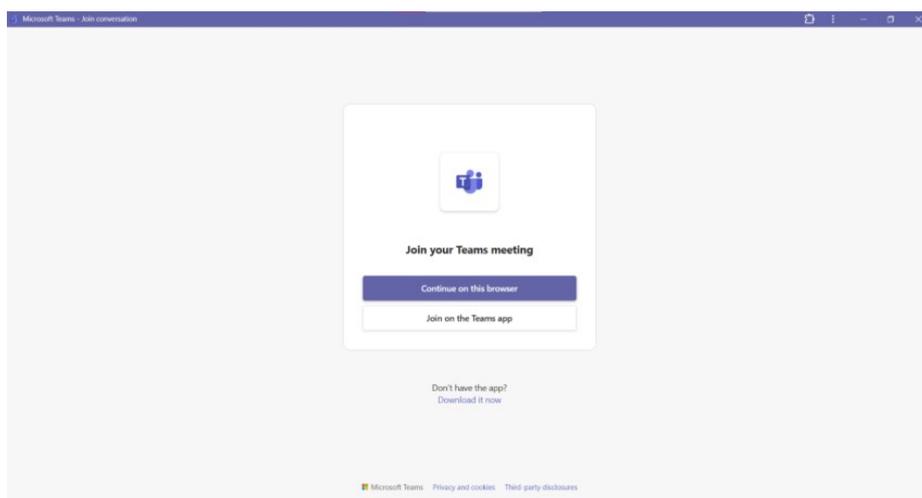
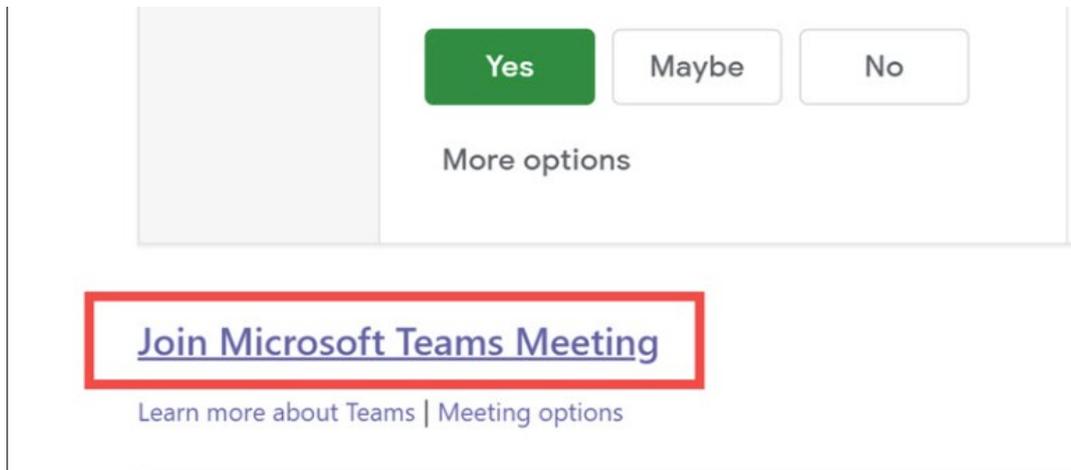
To request a virtual visit, you must fill out the Family Connection form available on the website of the Secretariat of Penitentiary Administration of the State of São Paulo. Links for virtual visit invitations will be sent to the email address provided on this form. Please fill it out carefully to avoid errors.

The procedures for a virtual visit are described below. If you are connecting from a smartphone, make sure you have the Microsoft Teams app installed and that you have signed in.

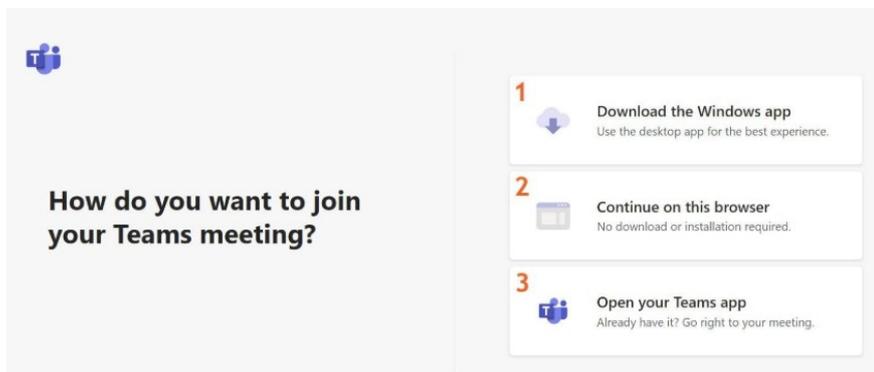
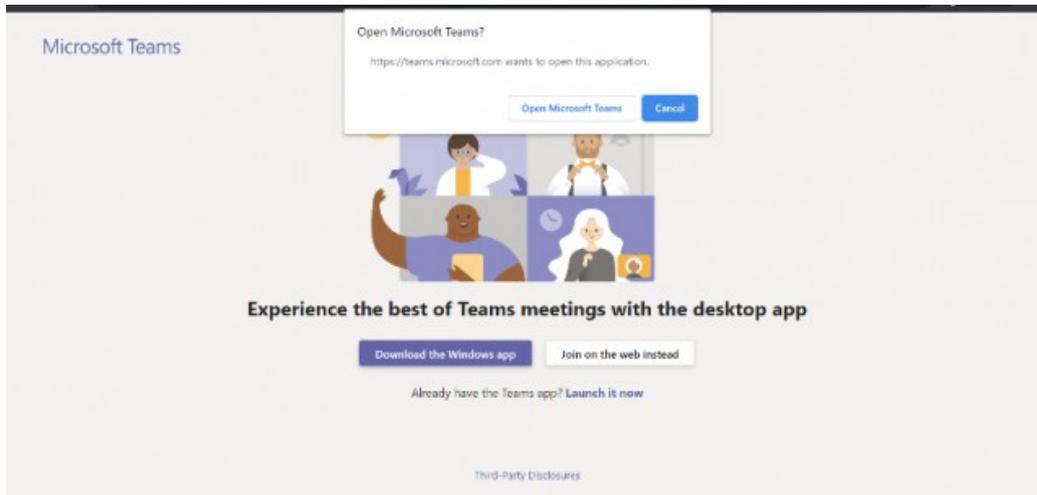
THE PROCEDURE

To meet online with a friend or family member who is deprived of liberty, you will receive an email from the Brazilian penal institution with an invitation link. Open the meeting invitation and select the link you received up to 15 minutes before the meeting start time to fix any problems or get used to how Teams works. Keep in mind the time difference! The time shown on the invitation is for the city of São Paulo, according to the Brasília time zone (UTC-3).

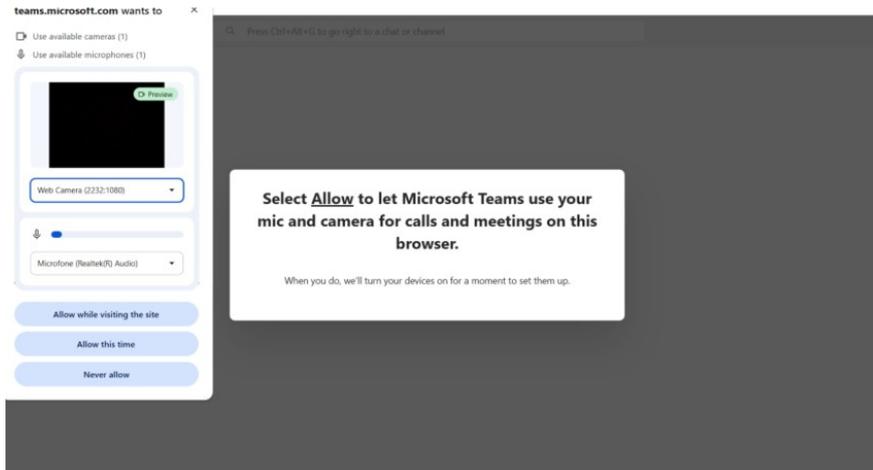
The invitation link may be sent in English, "Join Microsoft Teams Meeting," or in Portuguese, "Ingressar em Reunião do Microsoft Teams." If you do not have the Teams application installed on your computer, select "Continue on this browser." In this case, if your browser asks if you want to open Microsoft Teams, click "Cancel."



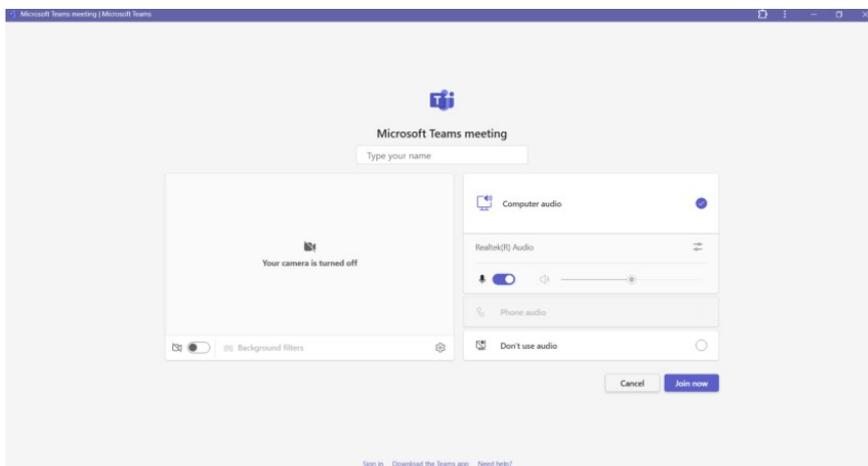
After opening a new window, if you do not have the program installed on your smartphone or computer and wish to access the Virtual Visit environment without installing the program, select “Join on the web instead” or “Continue on this browser.”



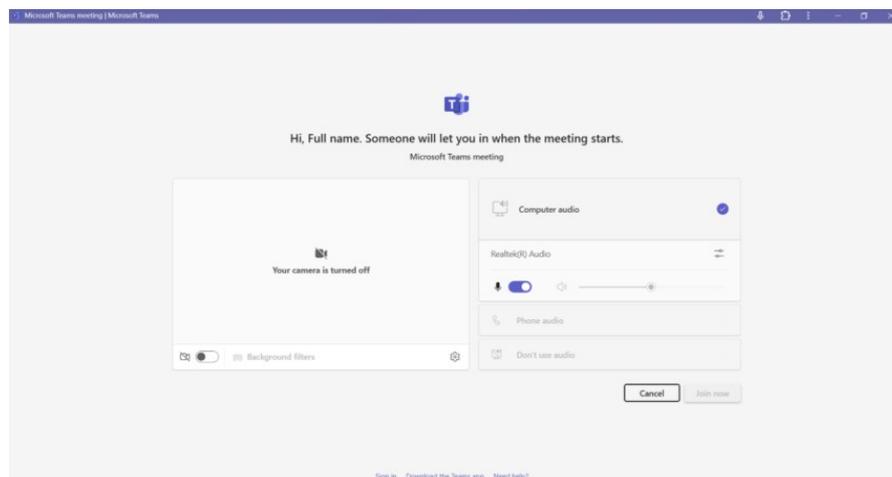
The internet browser will request permission to access the camera and microphone. Click “Allow”.



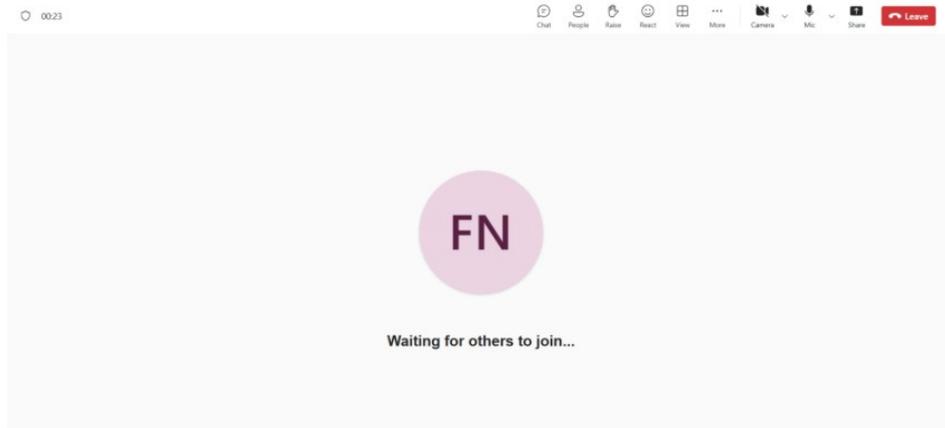
Enter your full name as provided on the Family Connection form and click "Join Now".



Please wait for the meeting coordinator to grant you access to the meeting.



At the scheduled time for the virtual visit, the meeting screen will open, and the meeting will begin.



ANNEX II

In accordance with the request made through the Family Connection Form on the website of the Secretariat of Penitentiary Administration, below is the link for the Virtual Visit for international migrant persons with the incarcerated individual xxxxxxxxxxxx: xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx.

Date:DD/MM/YYYY.

Time:00:00to00:00.

This schedule is not subject to change.

From the receipt of this email until the date of the visit, the link will remain available for access. Therefore, please connect in advance to configure and test your audio and video equipment, which are mandatory.

The Virtual Visit will last 10 minutes, and the correctional facility is not responsible for the time spent configuring the visitor's equipment.

The Teams platform will be used for the visit. If you have questions about how to use it, access: <https://agendamentovirtual.sap.sp.gov.br/>

Rules for participating in the Virtual Visit environment:

- Only family members and/or friends residing outside Brazilian territory will be eligible for registration and visits.

- The requesting family member or friend must be appropriately dressed and aware of the implications of disrespecting this rule, according to Article 130, subsection VI, and Article 131 of Resolution SAP 144/2010;

*Article 130 – Acts of indiscipline committed by visitors include:
[...]*

VI – dressing in an inappropriate manner;

Article 131 – Acts of indiscipline committed by visitors may result in:

I–written warning;

II–temporary suspension of authorization to enter the facility;

III – revocation of authorization to enter the correctional facility.

- Replacements of spouse or partner are prohibited, except in cases of legally or factually proven separation, observing a minimum period of 180 days to indicate another visitor and requiring approval from the Head of the Department/Division of the Correctional Facility, according to Article 107 of Resolution SAP 144 of 29/06/2010.

- Requests for changes or removals of family or friends from the incarcerated person's visitation list must be submitted in writing by the detained individual or by their family or friends.

- Only family and friends who present the required documentation and prove family or affective ties with the incarcerated person may be authorized for virtual visits. Interviews or additional documentation may be required.

- Only those designated by the incarcerated individual and registered by the correctional facility in the Visitation List may request and participate in the virtual visit.

- Minors must be accompanied by their legal guardian or the designated custodian, who must be listed among the authorized and accredited persons.

- The virtual visit will last 10 minutes.

- Recording of the virtual visit may occur if the facility's management deems it necessary, with both parties being informed.

- Photos, screen recordings, and videos taken by visitors are prohibited and will be treated as violations under the Standard Internal Regulations of correctional facilities in the State of São Paulo.

- The Head of the Department/Division may cancel an authorization or exclude a visitor whose conduct threatens the discipline or security of the facility.

- The virtual visit benefit will be revoked for any incarcerated individual who uses the equipment to commit illicit acts, and additional penalties may apply under Brazilian law.