

## PRIVACY STATEMENT

Therapist / Coach Jacqueline Evers, working from the location at Huizermaatweg 27, 1273 NA HUIZEN, Frankrijkkade 220, 1363 CJ ALMERE, or online is responsible for the processing of personal data as shown in this privacy statement.

Correspondence address: Frankrijkkade 220, 1363 CJ Almere/ +31 6 42 47 81 80.  
Jacqueline Evers is the Officer Data protection of the above trade names. She can be reached via [info@loveworkx.nl](mailto:info@loveworkx.nl)

### 1. PERSONAL DATA WE PROCESS

We process your personal data because you use our services and / or because you have this data provided to us yourself.

The digital file also contains short notes / keywords about relevant information that you have provided to me information for treatment.

Only Jacqueline Evers have access to the data in your file. Company Name / First and last name / Date of birth / Address details / Telephone number / E-mail address

For good treatment it is necessary that the treating hypnotherapist or coach, a file with keywords what was discussed during the consultation regarding the problems you experiences, the goals you want to achieve and important events in your life. In addition, there is noted what interventions have been made. This is also a legal obligation imposed by the Medical Treatment Agreement Act. The paper file also contains short notes / keywords about relevant information you have provided to me for the therapy.

The file also includes information that is necessary for your treatment and that only after you explicit permission, I have requested this from another care provider, for example from the general practitioner.

I have a legal duty of confidentiality (professional secrecy). I do my best to guarantee your privacy. This means, among other things, that I:

- handle your personal and any medical information carefully,
- ensure that unauthorized persons do not have access to your data

### 2. THE DATA FROM YOUR FILE CAN ALSO BE USED FOR THE FOLLOWING PURPOSES

- To inform other healthcare providers, for example when the therapy has been completed or when a referral to another practitioner. This only happens with your explicit permission.
- For use for observation, in our absence.
- For the anonymized use during peer review and supervision.
- A small part of the data from your file is used for financial administration, so that we prepare an invoice.

If we want to use your data for any other reason, we will first inform you and explicitly request your permission.

### 3. SPECIAL AND / OR SENSITIVE PERSONAL DATA WE PROCESS

Our website and / or service does not intend to collect data about website visitors who are younger than 16 years. Unless they have parental or guardian permission. However, we cannot check whether a visitor is older than 16. We therefore recommend that parents be involved in the online activities of their children in this way prevent data about children being collected without parental consent. If you like it are convinced that we have collected personal information about a minor without this permission, please contact us at [info@loveworkx.nl](mailto:info@loveworkx.nl) and we will delete this information.

### 4 FOR WHAT PURPOSE AND ON THE BASIS OF WHAT WE PROCESS PERSONAL DATA

We process your personal data for the following purposes:

- Sending appointment confirmations
- A digital questionnaire for the anamnesis and the preparation for the intake interview
- Handling the payment
- To be able to call or e-mail you if necessary to carry out our services
- Keep you informed by email about information that may be important to you.
- For legal obligations such as information required for the tax return.

### 5. PRIVACY ON THE CARE NOTE

The care bill you receive contains the information requested by the health insurer, so that you can send it to us

You can submit a bill to your health insurer.

- Your name, address and place of residence
- Your date of birth
- The date of the treatment
- A brief description of the treatment, such as "treatment hypnotherapy", "relationship therapy" or "Coaching"
- The costs of the consultation

### 6. AUTOMATED DECISION-MAKING

We do not make decisions based on automated processing on matters that have (significant) consequences can have for individuals. These are decisions taken by computer programs or systems, without involving a person (such as a practitioner).

### 7. WE USE THE FOLLOWING COMPUTER PROGRAMS OR SYSTEMS

- Mijndiad for billing purposes, appointment confirmations and a digital file
- Wordpress for maintaining the website
- Mailblue and Apple mail for sending e-mails
- Typeform for sending questionnaires
- Remarkable for taking digital notes during the consultation
- Paper files with keywords about the consultation.

### 8. COOKIES, OR SIMILAR TECHNIQUES WE USE

We use cookies on the websites, primarily to provide visitors with a more personalized user experience.

## 9. VIEW, ADJUST OR DELETE DATA

You have the right to view, correct or delete your personal data. You also have the right to withdraw your consent to the data processing or to object to the processing of your personal data and you have the right to data portability. That means you can submit a request to us for the personal data that we hold about you in a computer file to you or another organization mentioned by you.

You can request access, correction, deletion, data transfer of your personal data or send a request to withdraw your consent or objection to the processing of your personal data to [info@loveworkx.nl](mailto:info@loveworkx.nl).

To ensure that the request for access has been made by you, we ask you to send a copy of your ID with the request. Make in this copy your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and citizen service number (BSN) black. This is to protect your privacy. We will respond to your request as soon as possible, but within four weeks.

We would also like to point out that you have the opportunity to file a complaint with the national supervisory authority, the Dutch Data Protection Authority. You can do this via the following link: <https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>

## 10. HOW WE SECURE PERSONAL DATA

We take the protection of your data seriously and take appropriate measures to prevent misuse, loss, prevent unauthorized access, unwanted disclosure and unauthorized modification. If you like the idea if your data is not properly secured or there are indications of abuse, please contact us at [info@loveworkx.nl](mailto:info@loveworkx.nl).

## 11. STORAGE PERIOD

The data in the client file remains as required by the law on the treatment agreement for 15 years kept.

Note: We do not sell your data to third parties and will only provide it if this is necessary for the execution of our agreement with you or to comply with a legal obligation. With companies who process your data on our behalf, we conclude a processor agreement to take care of the same level of security and confidentiality of your data. We remain responsible for these processing operations.

## MORE INFORMATION?

Do you have any questions? Please call, Jacqueline Evers, +31 (0) 6 42 47 81 80. You can also send an e-mail to [info@loveworkx.nl](mailto:info@loveworkx.nl).