



Expat Counseling Center

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Privacy Policy

Expat Counseling Center is responsible for the processing of personal data as stated in this privacy statement. This is a list of categories of clients whose personal data is processed by Expat Counseling Center:

- (potential) clients
- visitors to the practice of Expat Counseling Center
- visitors to Expat Counseling Center website
- participants in meetings of Expat Counseling Center
- employees of Expat Counseling Center

Processing of personal data

Expat Counseling Center processes your personal data when using our services and/or by providing this information to us. Below is an overview of the personal data we process:

- contact details or other personal (limited medical) information provided by the client during a session, by telephone, or digitally (via e-mail or web forms on the website).
- Eventual camera images during a visit to the premises of Expat Counseling Center which may be recorded. These images, may be made to determine (in case of calamities) who is present in the building and to ensure that unauthorized persons do not gain access to the practice. These images are not stored, and do not have commercial purposes.
- Eventual images from video recordings during sessions, applications for e-health, etc. (obtained only with permission from the client).

Special and / or sensitive personal data that we process

Expat Counseling Center collects limited medical information.

Purpose of processing personal data

Expat Counseling Center processes your personal data for the following purposes:

- Completing a treatment plan.
- Handling the payment of the offered service(s)
- Due to legal obligations, such as information needed for tax returns.

Sharing personal data with third parties

Contents of therapy sessions are confidential. Information about a client may not be shared with another party without the written consent of the client or the client's legal guardian. We will only provide third parties with information if this is necessary for the execution of our agreement/treatment plan or to comply with a legal obligation. Expat Counseling Center does not sell your personal data to third parties.

There are some situations where professional confidentiality can be broken. Exceptions to confidentiality are as follows:

- *Duty to Warn and Protect*
When a client discloses intentions or a plan to harm another person, the mental health professional is required to warn the intended victim and report this information to legal authorities. In cases in which the client discloses or implies a plan for suicide, the health care professional is required to notify legal authorities and make reasonable attempts to notify the family of the client.
- *Abuse of Children and Vulnerable Adults*
If a client states or suggests that he or she is abusing a child (or vulnerable adult) or has recently abused a child (or vulnerable adult), or a child (or vulnerable adult) is in danger of abuse, the mental health professional is required to report this information to the appropriate social service and/or legal authorities.
- *Minors/Guardianship*
Parents or legal guardians of non-emancipated minor clients have the right to access the clients' records.

How long do we store personal data

Expat Counseling Center does not keep your personal data longer than is strictly necessary to realize the goals for which your data is collected. We save your personal data for a maximum of 7 years (in accordance with legal requirements). This is personal data for our own (financial) administrations required by tax authorities. All other documents (progress reports, treatment plans, etc.) are deleted after therapy has been completed.

Cookies, or similar techniques, that we use

Cookies are small text files that are placed on your computer, tablet or smartphone during the visit to our website. In these text files information is stored that can be recognized by the website at a later visit. By using Google Analytics, we can see which pages are visited and clicked on within our website. The information that Google collects in this way concerns generic reports and cannot be traced back to independent visitors.

The following information is collected during a visit to the website of Expat Counseling Center: the IP address and the surfing behavior on the website (such as data about the first visit, previous visit and current visit).

View/ request/ modify data

Your therapist stores your data in a file. This includes communications (emails) from you and about you, as well as notes about the progress of the treatment. The therapist must organize the file and the database in such a way that confidentiality of the content and protection of the personal privacy are ensured.

You have the right to view or modify your personal data. You may add something to your file but you may not remove information. For example, you may add remarks or comments about the treatment or criticize the way your situation is shown. You also

have the right to withdraw your consent to the data processing or to object to the processing of your personal data by Expat Counseling Center.

You are not entitled to information which is given confidentially by others who (with your permission) are involved in the treatment. You are also not entitled to inspect the personal work notes of your therapist.

A request for to access, view or modify your file must be in writing and includes the reason for this request. You can then make an appointment with your therapist to view your file. If you require photocopies of your file, these will be made available to you at the office of the therapist as they can not be mailed to you. There may be a nominal charge for making these copies.

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 your passport photo, including the MRZ (machine readable zone, the strip with numbers at the bottom of the passport) and passport number. This is to protect your privacy. We will respond to your request as quickly as possible, within a maximum of four weeks.

Your file will be saved for 7 years, as according to the law. You have the right to have your file destroyed earlier. This must be requested in writing.

Access to the file with couples and family therapy

Couples therapy consists primarily of joint sessions. It is possible, however, that individual sessions took place as well. The file will be arranged in such a way that the notes of the joint sessions and those of the individual sessions can be separated. If one of the partners requests access to the file, that part of the file dealing with the individual conversations of the other partner can be temporarily removed from the file.

In the case of couples therapy with only joint sessions, it is unfortunately not possible to obtain photocopies of the file unless both partners give their consent. You may view the file at the therapist's office only.

When it comes to treatment of children or family therapy, parents do not automatically have the right to inspect the files of their children.

Changes to the privacy statement

Expat Counseling Center takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure and unauthorized modification. If you feel that your data is not properly secured or there are indications of abuse, please contact info@expatcounselingcenter.nl.

Expat Counseling Center can change this privacy statement at any given moment. A recent version of the privacy statement is published on the website of Expat Counseling Center. It is advisable to consult this privacy statement regularly.