



Expat Counseling Center

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Terms and Conditions

Expat Counseling Center, located at Herengracht 560, 1017 CH Amsterdam, is a private practice for therapy and counseling. Mrs. J. Lohrmann and Mrs. O. Suma are the owners of this company and are responsible for the operation of Expat Counseling Center. They can be reached via info@expatcounselingcenter.nl

This document includes the information regarding the following topics:

1. Fees
2. Insurance companies
3. Payments
4. Cancellations and/or changing appointments
5. Therapist availability and emergencies
6. Process & agreements of Therapy
7. Privacy Policy (GDPR)
8. Complains Procedure

1. Fees

Please refer to the website for a complete and current listing of the fees.

2. Insurance companies

ECC has opted not to be affiliated with Dutch healthcare companies to insure complete confidentiality and flexibility in treatment. Payments, therefore, need to be paid directly to ECC. Please contact your insurance company to inform whether you are eligible for (partial) reimbursement of the sessions. Please note that if you own your own business, sessions are tax deductible.

3. Payments

Payments should be made within 14 days of the invoice date. A reminder (default notice) will be sent if the payment has not been received after 14 days. Payment is expected within seven days from the date of the reminder. Should a second reminder be necessary, there will be an additional fee of € 15 to cover the administration costs.

4. Cancelling and/or changing appointments

Once you have booked an appointment, we reserve that time for you. For appointment cancellations and/or changes, please contact your therapist directly. We request a notice of **at least 48 hours** prior to the appointment (this does not include weekends or holidays).

Note! *You will be charged for the missed appointment unless due to an emergency (100% of the cost of the session if the notification is less than 24 hours prior and 50% of the cost of session if notification is between 25-48 hours before the appointment).*

5. Therapist Availability and Emergencies

You can request to speak to your therapist between appointments for a check-in. We can usually return the call within 24 hours. The fee for phone consultation of €2,- per minute. In the event of a true emergency, please call 112 or go to your nearest emergency room.

6. Process & agreements of Therapy

For best results, the first few sessions should happen every 1-2 weeks. When your situation has stabilized, the frequency of sessions can be reduced.

Some clients come frequently for long periods of time due to ongoing stressful situations, others come to therapy to solve a particular problem which may be finished in a few sessions. The frequency and duration of your therapy depends on your needs and what you are working on. Due to the uniqueness of each individual, we are unable to predict or guarantee a specific outcome or result.

Your therapist ensures that the sessions can start at the agreed time. If you arrive late, please keep in mind that the time will be deducted from the reserved time. At any time, if you feel that you are finished with therapy, please let us know. It's best to plan for termination and exchange feedback before stopping.

Your therapist has the right to terminate the therapy, but is obliged to inform you of the reasons. Recording (audio / video) is not permitted unless this is part of the work process or is necessary for study and then only when both client and therapist agree.

7. Privacy Policy

This privacy statement applies to the following 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 15 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 /delete 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.

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.

8. Complaints Procedure

Are you dissatisfied with us?

If you are dissatisfied for any reason, please feel free to discuss this with your therapist. If you remain dissatisfied or you prefer to have the conversation with an independent person, please contact the complaints officer. This is completely independent from ECC and supports you with the submission and further processing of your complaint.

How does the complaints officer work?

Step 1: sign up

The first step is to submit your complaint.

This is done via a complaints form. You can find this via www.klachtencompany.nl

Please send the completed form to p3nl@klachtencompany.nl or by mail to:

Klacht & Company

PO Box 3106

2601 DC Delft

If you are unable to access the internet yourself, ask Klacht & Company for a paper copy of the complaint form. After you have filled in this, you can send it to the aforementioned address.

If you find it difficult to describe the complaint properly or would prefer to consult first, you can also call the complaints officer: 088 - 234 1601 or 06 - 49 66 53 50

Step 2: conversation

The complaints officer listens to your complaint and discusses with you what you want and what the appropriate steps would be. This could, for example, be a mediation discussion between you and your therapist. The complaints officer is completely independent and impartial in this matter. Everything you discuss with the complaints officer is confidential. If the complaints officer undertakes further actions, your consent will be required.

Step 3: closure

If all possible steps have been taken, the outcome of the complaint handling will be recorded in writing. This end conclusion will also contain the agreements that have been made. For example, about the solution of the complaint or about how we will continue together in the future. You can expect to receive the end conclusion within a period of 6 or 10 weeks, unless notified otherwise.

Still not satisfied with the outcome?

If you do not agree with the outcome of the complaint handling, you can submit the case to the Disputes Committee. This committee investigates and assesses your complaint, in which both parties are heard. The care provider must adhere to the outcome of this dispute procedure.

Even if you do not agree on a possible claim for damages, you can ask the Disputes Committee for a binding opinion. Information about the Disputes Committee (when and where you can submit the complaint and how this should be done) can be found in the aforementioned closing report.

What are the costs?

No costs are incurred for you to call in the complaints officer.

If you decide to hire a lawyer yourself, the costs will be your responsibility.

If you decide to go to the Disputes Committee, you will be charged a one time administration fee of € 52,50.

Other possibilities

There are other possibilities to work on your complaint or to receive support.

The complaints officer can give you information about this. You can also inquire at:

Patient Federation Netherlands
Churchillaan 11
3527 GV Utrecht
Tel: 030 297 0303

Or:

National Hotline Care:

Only via the internet: www.zorgklacht.nl

Your care provider is affiliated with a national complaints and disputes regulation. These complaints and disputes regulations have been drawn up by P3NL (Federation of psychologists, psychotherapists and pedagogues) in collaboration with Expat Counseling Center and are aimed at mental health care.