

 IN SEARCH OF

Privacy Policy

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Privacy Policy In Search Of

Trust and discretion are crucial to the therapeutic process. You can therefore expect us to handle all information we collect about you with care. In doing so we adhere to legal requirements laid down in the European General Data Protection Regulation and the principle of 'privacy by design and default settings'.

In order to properly support you, we collect and store information about you. In addition to practical information – such as your name, address, telephone number and e-mail – we also store sensitive data or data of a highly personal nature. We do this through conversations, questionnaires, exercises, and by taking notes during sessions. We may also have contact by phone or email before and after sessions about updates, feedback and assignments.

We store this information so that we can provide you with the best possible service. When we end our partnership, it is helpful to keep your information for a while as many of our clients come back later to continue their work. We automatically delete this information when we have not had any contact with each other for two years, unless you ask us to delete it earlier, keep it longer or the law requires us to do so (in the case of invoices, for example).

We manage all information professionally and securely. We have invested in a secure data infrastructure, which includes Proton, a Swiss company that provides encrypted email, and Tresorit, which provides end-to-end encrypted cloud storage. Notes we take on paper are scanned and stored digitally in Tresorit, with the original going through a paper shredder that meets the ISO/IEC 21964 standard at the high P5 level.

Only we have access to your information. Apart from invoices, which are processed by an accountant, we do not share your information with others outside our practice, such as insurers, doctors, acquaintances or employers, unless you specifically ask us to do so or when required by law. One exception to this is that we may share information about our collaboration with each other or colleagues for intervision or supervision purposes. We do that anonymously. Please also be aware that we are not medical professionals and have no legal professional secrecy.

Finally, you have the right at all times to view your information ('right of access'), to have it adjusted ('right to change'), to have it removed ('right to delete') and to stop processing data and isolate the data from our regular practices and systems ("right to restriction").

If you have any questions, concerns or complaints about how we safeguard your privacy, please contact us at info@insearchof.nl.