

Terms and conditions Time For You 2019. Time For You is part of the Time For Each Other Family and will now be referred to as Time For Each Other –

### 1. Applicability

These General Terms and Conditions apply to all work that Time for Each Other (further: TFEO) performs and for which agreements have been made with the client.

### 2. Company description

TFEO therapy and coaching is a sole proprietorship of Mrs. J.M.J (Jeanine) Souren, established at (4101KE) Culemborg at the Wilhelminadreef 4 in the Netherlands. TFEO is an independent working agency for therapy, personal & executive coaching.

### 3. Definition

TFEO is the contractor in the context of these general terms and conditions and will be further referred to as TFEO. The client will be further referred to as 'the client'. If the terms and conditions are discussed about an 'agreement' then this can be an oral or written contract between TFEO and the client with regard to the assignment accepted by TFEO

TFF has not signed any contracts with the specialist mental healthcare insurances or with the basic mental health care insurance. This means that you must contact your insurance company yourself in order to see whether the invoices that you receive from TFEO qualify for reimbursement. TFEO uses different rates for its services. TFEO always sends the client the invoice on the basis of the rates mentioned on the website excluding VAT, based on a session duration of 60 minutes.

Preparation and reporting (up to 45 minutes per actual contact) will not be charged separately and interim (telephone) contact is considered to have been included in the session fee. Part of these general terms and conditions, the form 'client information' form is attached to these general conditions and forms part of them.

### 4. Execution of the agreement

TFEO will make the agreements with the client to the best of its knowledge and ability and in accordance with the requirements that can be imposed on TFEO. TFEO will make every effort to achieve the best result in the given situation. TFEO has taken out professional liability insurance for the benefit of its practice. The liability of TFEO is limited to the amount to which the professional liability insurance in certain cases gives entitlement.

### 5. Rates

For the tariffs applied, please refer to appropriate website information on [www.timeforeachother.com](http://www.timeforeachother.com). In addition to the hourly rate applied, TFEO offers various programs. These programs have different rates. For the rates reference is made to the TFF website ([www.timeforeachother.com](http://www.timeforeachother.com)). The rates mentioned there may change. The changes are always implemented on the site. The applicable rates can be sent in writing on request. The rates are excluding VAT and optional travel costs. Travel costs are calculated by multiplying the number of kilometers from the place of departure based on google maps.

### 6. Payment

Payment must be made in cash or within 10 days after receiving the invoice. TFEO reserves the right to make price changes in the meantime.

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#### 7. Duration and termination

The term of the agreement between TFEO and the client depends on the number of sessions. Individual agreements can be made between TFEO and the client. If one of the programs as mentioned on the TFEO site is chosen, then agreements will be offered separately on the basis of the offered programs.

#### 8. Cancellation - Discontinuing appointments

TFEO is a one-woman practice. TFEO therefore reserves the right to cancel or suspend agreements in the event of illness, incapacity for work, death or serious illness of family or loved ones. TFEO strives to inform the client of such a situation as soon as possible.

The client or the clients or participants of the activities mentioned in the programs can cancel free of charge up to 5 days before the session / program. From 96 hours to 48 hours 25% will be charged and if within 24 hours before the start of the activity is canceled, 100% will be charged, except in case of force majeure. In the event of force majeure, the concept as applied in law and jurisprudence in the Netherlands will be taken into account.

#### 9. Confidential information - confidentiality

TFEO (Jeanine Souren) is obliged to keep confidential all confidential information that it has received in the context of conversations, sessions / programs / meeting with the client or from another source. Information is considered confidential if this has been communicated by one party to the other party and this results from the nature of the items from that information.

#### 10. Privacy and Processing of personal data

TFEO attaches importance to the protection of personal data. This privacy statement explains how TFEO handles information about an identified or identifiable natural person, as referred to in the General Data Protection Regulation (Avg).

##### a. Application

This privacy statement applies to the following categories of natural persons whose RTA processes personal data:

1. (potential) clients;
2. visitors to the practice of TFEO;
3. visitors to reflecttoact.com;
4. participants in meetings of TFEO;
5. all other persons who contact TFEO or whose personal data are processed by TFEO, with the exception of its employees.

##### b. Processing of personal data

TFEO processes personal data that: a person concerned has provided personally (during a meeting or discussion), by telephone, or digitally (via e-mail or web forms on the website), such as contact details or other personal data; with the permission of the person concerned being requested from other care providers or referrers; during a visit by a person concerned to the TFEO website, such as the IP address, the surfing behavior on the website (such as data about the first visit, previous visit and current visit, the pages viewed and the way in which the website is used. navigated) and on which parts the person concerned clicks.

##### Purposes processing

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TFEO processes personal data for the following purposes:

- carrying out a treatment agreement and the declaration for work performed; -the maintenance of (mail) contact, by invitations for meetings and information that a person involved has asked for. Making appointments and registering via the website is done via an encrypted internet connection (HTTPS protocol). -improving the practice website timeforeachother.com; - tracking user statistics. User statistics of the website provide information about the number of visitors, the duration of the visit, which parts of the website are being viewed and the click behavior. It concerns generic reports that are not traceable to individual visitors;

c. Legal basis

TFEO processes personal data on the basis of one of the following legal grounds:

1. permission of the person concerned. This permission can always be withdrawn, without this affecting the lawfulness of the processing on the basis of the permission before the withdrawal;
2. execution of - or with a view to concluding a treatment agreement, including sending an invoice
3. a legitimate interest, such as the use of contact details for inviting a meeting.

e. Processors

TFEO may use service providers (processors) to process personal data that process personal data only in accordance with instructions from TFEO. TFEO concludes with processors a processor agreement that meets the requirements set by the General Data Protection Regulation (AVG).

f. Share personal data with third parties

TFEO shares personal data (with the consent of the client) with third parties, if this is indicated in the context of the treatment (for example a referral) or if it is necessary to comply with a legal obligation. TFEO does not share personal data with third parties for commercial purposes, unless meetings are organized together with another organization. In that case, only necessary contact details are shared with the client's consent.

g. Transfer outside the EEA

In principle, TFEO does not transmit personal data to countries outside the European Economic Area (EEA). If this should nevertheless be necessary, TFEO ensures that the transfer only takes place if the European Commission has indicated that the country in question offers an adequate level of protection or if there are appropriate safeguards within the meaning of the General Data Protection Regulation (Avg).

h Storage of data

TFEO does not store personal data longer than necessary. TFEO basically uses the following retention periods:

1. medical data: at least 15 years after the end of the treatment agreement;
2. (financial) administrative data: 7 years after recording the data;
3. details of employees and self-employed persons, other than (financial) administrative data: 5 years after leaving the employment or after the end of the assignment agreement;
4. visitors to the website: 5 years after the last visit to the website, unless objection is made earlier, in which case destruction will be proceeded.

i. Changes to privacy statement

TFEO can always change this privacy statement. An up-to-date version of the privacy statement is published on the TFEO website. It is advisable to consult this privacy statement regularly so that you are aware of any changes.

j. Rights, questions and complaints

You have the right to request TFEO to view, rectify, delete, transfer, limit processing and object to processing. You can contact TFF about this by sending an e-mail to [info@timeforeachother.com](mailto:info@timeforeachother.com)

In case of questions or complaints about the way in which TFEO processes personal data, you can also contact TFEO by sending an e-mail. We try to resolve a complaint satisfactorily. If that does not work, you can contact the Dutch Data Protection Authority (AP).

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#### 11. Liability

TFEO is not liable for damage (direct or indirect), emotional or physical damage, or damage resulting from decisions that the client has taken and / or performed before / after / during the service of TFEO.

#### 12. Operation of General Terms and Conditions

The applicable general conditions are provided at the time of the individual service contract between TFEO and the client. All agreements made in writing between TFEO and the client that deviate from these terms and conditions apply to the general terms and conditions.

Dutch law is applicable to these general terms and conditions and the Dutch court has exclusive jurisdiction to hear disputes.

By signing these general terms and conditions you accept the general terms and conditions, have you read and understood the terms and conditions and you have received a copy of the general terms and conditions.

Date:

Signature: