



**Chamber of Commerce: 32144298**  
**AGB Practice code: 90016612**  
**AGB Therapist number: 90038025**  
**RBCZ Code: 8081228R**  
**VIT Code: 1028.25.A**

**Integrative Therapists Association VIT**  
**Association Registry Complementary Health Care Professionals RBCZ**  
**European Association for Body Psychotherapy EABP**  
**Alternative and Complementary Healthcare Foundation SCAG**

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## **-PRIVACY STATEMENT-**

**Louise Clough** located in Amsterdam and registered with the chamber of Commerce under number 32144298, attaches great importance to the protection of personal data. This privacy statement explains how Louise Clough handles information about an identified or identifiable natural person, as referred to in the General Data Protection Regulation.

### **1. Application**

This privacy statement applies to the following categories of natural persons for whom Louise Clough processes personal Data:

- a. Potential Patients
- b. Visitors to the practice of Louise Clough
- c. Participants in meetings of Louise Clough
- d. All other persons contacting Louise Clough or of whom Louise Clough processes personal Data

### **2. Processing of personal data**

Louise Clough Processes personal data that:

- a. A person concerned has personally provided (during a consultation or meeting), by telephone, or digitally (via e-mail), such as contact details or other personal data;
- b. are requested from other health professionals or referrers with the consent of the person concerned.
- c. With explicit signed written consent video recordings during sessions which are used for the purposes of therapy and for the learning purposes of Louise Clough.

### **3. Processing purposes**

Louise Clough processes personal data for the following purposes:

- a. Conducting a treatment agreement and writing an invoice.
- b. Maintaining contact, invitations to consultations and information provided by the patient.
- c. Tracking user statistics. The website's statistics provide information about the numbers of visitors. These are generic reports, which are not identifiable to individual visitors.
- d. Video recordings of sessions are shown to the patient and used for therapeutic purposes and for learning purposes of Louise Clough

#### **4. Legal basis**

Louise Clough processes personal data on the basis of one of the following legal bases:

- a. Patient's consent. This consent can be withdrawn at any time without compromising the legality of the agreement that was entered before that time.
- b. Execution of -or for the purpose of concluding a treatment agreement, including declaring it to third parties, such as the Health Insurance company etc;
- c. A legal obligation, as for example the obligation to keep a file.
- d. A legitimate interest, such as the use of contact details.

#### **5. Processors**

Louise Clough may, for the processing of personal data, enable service providers (processors) who process personal data exclusively according to instructions from Louise Clough. Louise Clough with processors, set up a processor agreement that meets the requirements of the General Data Protection Regulation.

#### **6. Sharing personal data with third parties**

Louise Clough shares personal data with third parties, if that is appropriate in the context of the treatment (for example a referral) or if complying with a legal obligation is necessary. Louise Clough does not share personal data with third parties for commercial purposes.

#### **7. Transfer outside the EEA**

Louise Clough does not in principle pass on personal data to countries outside the European Economic Area (EEA). If this is necessary, Louise Clough shall ensure that the transfer takes place only if the European Commission has indicated that the country concerned provides an adequate level of protection or appropriate safeguards in compliance with the General Data Protection Regulation.

#### **8. Data retention**

Louise Clough does not store personal data longer than necessary. Louise Clough adheres to the following retention periods:

- a. Therapy data: 20 years after the end of the treatment agreement;
- b. Financial administrative data: 7 years after data capture.

#### **9. Changes to privacy statement**

Louise Clough can always change this privacy statement. A current version of the Privacy Statement is published on the website of Louise Clough. It is advisable to take a look at this Privacy Statement regularly so that you are familiar with any changes.

#### **10. Rights, questions and complaints**

You are entitled to request Louise Clough to view, rectify, delete, transfer, restrict processing and object to the processing of personal data. You can contact Louise Clough by sending an e-mail message to [info@louiseclough.com](mailto:info@louiseclough.com).

If you have any questions or complaints about how Louise Clough processes personal data, you can contact Louise Clough by sending an e-mail to [info@louiseclough.com](mailto:info@louiseclough.com). Louise Clough will endeavor to solve complaints in a satisfactory way. If this is not the case, you can contact the Dutch Data Protection Authority (AP).