

## *General conditions*

### General basic rules that I adhere to as a therapist:

- **Confidentiality of your data.** The therapist has a confidentiality obligation towards third parties. He or she can therefore only provide information about you with your written consent to, for example, an insurance company, an examining doctor or the Occupational Health and Safety Service.
- **Your file.** The therapist stores your data in an (electronic) file. These include your letters and letters about you, as well as notes about the progress of the therapy. The therapist must organize the file and database in such a way that confidentiality of the content and protection of the personal privacy are ensured. You may view your file and make photocopies. You are not entitled to information that has been given in confidence by others who are involved in the treatment with your permission. You are also not entitled to inspect the personal work notes of the therapist. You can add something to your file but you can not get anything out of it. You have the right to have your file destroyed. You must request this in writing.
- **The treatment relationship.** The professional code states that the therapist is obliged to do his work carefully and to treat you with respect. The therapist can not abuse his position. The professional code is based on a strictly professional contact. Nor can the therapist accept gifts that exceed a small amount. As long as the treatment takes place, the therapist can not conclude an agreement with you that is advantageous to him / her.
- **How do you act when you have a complaint?** If you have complaints about your therapist or the treatment, you can discuss this with your therapist in the first instance. Perhaps it concerns misunderstandings that can be resolved in a conversation. In case you don't come to a solution together, you may consider submitting a complaint via the complaints book.