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DATA PROCESSING

Michael Conti – Therapy and Coaching (CVR: 4104 7177) handles personal information in the following manner:

Storage of personal data

1. The information about you that is stored is your name, address, email, mobile number, emergency name and contact number, invoices and session notes.
2. Your name, address, email, mobile number and emergency name and contact number are stored in a password-protected electronic file and on the email platform. Your invoices are stored on the accounting software, together with your name, address and email. Any other personal information is anonymised and stored separately either electronically or in a locked physical location.
3. Appointments are kept on an electronic calendar using codes to schedule appointments.

Accessing your data

4. You can access your data by sending a written request to Michael Conti. If you disagree with the content of the notes, a discussion will be held regarding the changes and, if agreed, Michael Conti will change these upon receipt of a written request to do so. If an agreement is not reached regarding the change (e.g. you request false information to be included), you will need to request Michael Conti to delete your records (point 6).

Deletion of data

5. Any information on the email platform is deleted immediately after therapy is concluded. Personal information is kept for 5 years from the end of the quarter (March, June, September, December) when therapy ends, after which all digital or physical records are destroyed securely. Invoices will be deleted according to Skat's guidelines (currently 5 years).
6. If you wish for your personal information to be deleted before the end of the abovementioned 5 years, a written request needs to be sent to Michael Conti.
7. Hardcopies of any written requests or consent forms, including this form, are held securely for 10 years.

Communication

8. Communication regarding the setting up of appointments will be conducted via e-mail or SMS. These will be deleted after the scheduled appointment.
9. Online sessions will be held using the platform whereby.com that uses end-to-end encryption and that requires Michael Conti to manually let you into the online room.

Confidentiality

10. Everything disclosed and discussed remains confidential and Michael Conti does not disclose personal information to third parties unless ordered to by Court. You can require personal information to be passed on to a third party upon written request addressed to Michael Conti.

11. In case of criminal activity or reasonable risk of serious harm to self or others, Michael Conti may choose to breach confidentiality. The usual contact person is the emergency contact provided by yourself or your doctor. Whenever possible, Michael Conti will only involve these people after having had a discussion with you.
12. Except for your name, mobile number, address, emergency contact, email address, dates of appointments, and invoices/receipts, Michael Conti does not communicate any personal details over e-mail or text messages. Michael Conti is not responsible for any personal information clients disclose over e-mail or text messages and such messages will be deleted after having been read.
13. Material from sessions can at times be discussed anonymously with Michael Conti's supervisor to ensure that the service being provided is always of the best professional quality. This is standard ethical and professional practice.