



MICHAEL  
CONTI

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

1. Your name, address, email, mobile number, and emergency contact and number are kept in a password protected electronic file as well as on the email platform.
2. All other personal information (e.g. client notes) is anonymised and stored in a different password protected electronic file.
3. Personal information on electronic files is kept for 5 years from the end of the quarter (March, June, September, December) when therapy ended. Any information on the email platform is deleted soon after therapy is concluded.
4. Upon written request addressed to Michael Conti you can access your notes. 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 you and Michael Conti cannot come to an agreement regarding the change (e.g. you request false information to be included), you will need to request for deletion of records (point 7).
5. Everything disclosed and discussed remains under confidentiality and Michael Conti does not disclose nor pass on personal information to third parties. Upon written request addressed to Michael Conti, you can require personal information to be passed on to a third party. A hard copy of such a request will be kept for 10 years.
6. Only in case of serious risk of grave harm to self or others and/or criminal acts will Michael Conti breach confidentiality. The usual contact person is the emergency contact provided by yourself or your GP (General Practitioner; your family doctor). If possible, Michael Conti will not do so without having discussed this with you. For this purpose, Michael Conti will store emergency contact information with your details and on the email platform.
7. If you wish for your personal information to be deleted before the end of the above mentioned 5 years, a written request needs to be sent to Michael Conti. A hard copy of such a request will be kept for 10 years.
8. 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 message. Michael Conti will not be held responsible for any personal information clients disclose over e-mail or text message and such messages will be deleted upon having been read.
9. Communication around setting up appointments can be conducted via e-mail or text messages. Michael Conti will delete these after the completion of said appointment(s).
10. Appointments are kept on a digital calendar using codes to mark the appointment.
11. Invoicing is done using Wave Accounting software. Only your name, address, email address and invoices are stored on the software. Invoices will be deleted according to Skat's requirements.
12. In the case of online video sessions, contact and chat details will not be stored by Michael Conti so a request needs to be sent before every session and it is deleted after each session.
13. A copy of this document will be sent to you prior to, or after, our first appointment.