



With below Terms and Conditions, we would like to give you the most accurate information about services provided by Expat Psychologie.

## **Company registration in the Dutch Chamber of Commerce**

ExpatPsychologie.nl is a trade mark of company DRP Consulting registered in the Dutch Chamber of Commerce (KVK) under registration number 85650595.

## **Professionality**

As registered professionals, we comply to the Code of Ethics of the Dutch Institute of Psychologists (Nederlands Instituut van Psychologen - NIP). We base our therapy approach on evidence-based protocols used in Cognitive – Behavioral Therapy and third wave behavior therapies.

## **Confidentiality and Privacy**

We comply to the Therapist – Patient Privilege. All patients are treated in complete confidentiality, without involvement of third parties. We reserve the right to break this rule only in exceptional cases: when obligated by statutory provisions or court order, when there is a treat of imminent danger to the client or others.

We comply to the General Data Protection Regulation (GDPR) in handling client data. In accordance to the Dutch law, treatment records will be kept for 15 years after termination of treatment. These records are not shared with third parties, unless legally bound to do so. They are archived with encryption to ensure confidentiality. Our clients have full right to request access to their medical record. Such request will be handled in no more than 3 weeks since request time.

Personal and identifying client's data is obtained only to ensure possibility to sign Terms and Conditions document by involved parties and to ensure payments for the therapy. This data should be limited to the client's name, surname, date of birth, BSN number (or other identification number if not registered in the Netherlands), address.

Therapy sessions that take place online, using video calling platforms with end-to-end encryption may not be recorded (audio and video) both by the therapist and client.

## **Liability**

We do not provide therapy to patients in acute crisis and with: active suicidal plans, active suicidal thoughts, active suicidal attempts. By signing this Terms and Conditions, client confirms that them do no present any of mentioned above conditions. We do no take any financial and legal responsibility for decisions and behavior of clients who intentionally withheld such information during pre-intake, intake and therapy process.

We do not give advice to our clients but we help them to come to their own conclusions. We support our clients in learning healthy and functional psychological mechanisms. All decisions

made by a client is their own responsibility. ExpatPsychologie.nl cannot be held liable for any damage resulting from the decisions and actions a client has made or will make. We are not liable for damage to the third parties resulting by client's decisions and actions.

ExpatPsychologie.nl can be held liable only for direct damage, for an amount that do not exceed the total cost of treatment, that client paid for thus far.

### **Payment, session cancellation policy**

ExpatPsychologie.nl is a private practice. We do not work with the insurance companies. Client must pay the invoices in full themselves. Depending on client's personal situation it might be possible to write off the treatment cost during yearly tax return under Dutch Law. Responsibility for this lies solely on the client themselves. We cannot guarantee and be held liable in case this option will be not possible.

All intake, therapy and psychological diagnosis sessions that are scheduled and confirmed both by the psychologists and client must be pre-paid. Payment must occur no later than 24 hours before scheduled appointment.

A planned session may be rescheduled or canceled free of charge, as long as it is done more than 24 hours in advance. If a planned session is canceled less than 24 hours in advance or if the client does not show up at all (no-show), the standard fee will still be charged in full. In that case payment is due two weeks after the planned session. If the invoice is not paid within this time period, a reminder email will be sent. If payment is not made within 1 week of the reminder, then a collection fee of 10% of the invoice amount will be charged. Additionally, a statutory monthly interest rate of 2% will be charged until payment is received. In continued absence of payment, ExpatPsychologie.nl will take debt collection measures. The costs of these measures will be added to the total amount owed by the client. Therapy will be stopped until payment of all due invoices.

We reserve the right to cancel session 48 hours in advance due to unexpected circumstances. Canceled appointment will be rescheduled with client to another date.

Pricing of our services is shown on our webpage (<https://expatpsychologie.nl>), under "Our Practice" page. We reserve the right to change our pricing yearly, based on inflation and raising wages.

### **Acute crisis**

In case of acute crisis (spoedgeval) client should contact his GP (huisarts), emergency number 112 or suicidal line number 113. ExpatPsychologie.nl do not provide emergency crisis services and we can't be held liable for any acute crisis of our clients.

### **Complaints**

Any complaints should be first discussed with psychologist. If the outcome is not satisfactory client can contact directly ExpatPsychologie.nl by email ([info@expatpsychologie.nl](mailto:info@expatpsychologie.nl)). We will try to find solution for the problem together. If this will not help, client may file a complaint to the Supervisory Committee of the Nederlands Instituut van Psychologen (NIP).

## Client's agreement to the Terms and Conditions

name and surname	
address	
BSN number	
mobile phone	
email address	

### I agree and accept:

- The Terms and Conditions stated in this document
- That all of the agreements between ExpatPsychologie.nl and the client are governed exclusively under Dutch law and any disputes that cannot be solved privately shall be resolved in the front of a court in the Netherlands

Date:

Place:

**Client:**

**Psychologist:**

Signature:

Signature: