



PRIVACY STATEMENT

Roeloff & partners

Version: August 2026

Roeloff & partners places great importance on protecting your privacy. When you register with us for psychosocial therapy, individual counselling or relationship therapy, you entrust us with personal and sometimes highly sensitive information.

We handle this information carefully and confidentially and process personal data only insofar as this is necessary for our services and in accordance with applicable laws and regulations, including the General Data Protection Regulation (GDPR) and, where applicable, the Dutch Medical Treatment Agreement Act (WGBO).

This privacy statement explains which personal data we process, why we do so, how we protect your data, with whom data may be shared and which rights you have.

1. Who is responsible for your personal data?

Roeloff & partners is responsible for the processing of your personal data.

Roeloff & partners
Elze Roeloff, psychosocial therapist
The Netherlands
Email: elzeroeloff@protonmail.com
Website: roeloffenpartners.nl

If you have questions about this privacy statement or about the processing of your personal data, you can contact us via the email address above.

2. Which personal data do we process?

Depending on your contact with the practice, we may process, among other things:

- name and contact details;
- address details;
- date of birth;
- information about your registration and request for help;
- information you provide during an intake;
- information about your personal circumstances and life history;
- information about your psychological and physical wellbeing and health;
- information about your relationship, family and social environment, insofar as relevant to the counselling or therapy;
- information discussed and recorded during sessions;
- appointments and correspondence;

- administrative data;
- invoice and payment details.

We only process data that is necessary for the purpose for which it is collected.

Health data are special categories of personal data and are subject to additional protection under privacy law.

3. What do we use your personal data for?

We process your personal data for:

- answering questions and requests;
- conducting an intake;
- providing and evaluating therapy or counselling;
- maintaining the client record;
- scheduling and managing appointments;
- necessary communication with you;
- preparing and processing invoices;
- maintaining the financial administration;
- complying with legal obligations;
- where necessary and permitted, communicating with other professionals involved in your care or counselling;
- carrying out our work carefully and professionally.

We do not use your personal data for commercial purposes and do not sell your personal data to third parties.

4. Legal basis for processing

Personal data are processed only when there is a legal basis for doing so.

Depending on the situation, processing may be necessary for:

- performing the therapy or counselling agreement;
- complying with a legal obligation;
- pursuing a legitimate interest;
- carrying out a task or activity for which processing is legally permitted;
- carrying out processing for which you have given consent.

Additional legal conditions apply to health data and other special categories of personal data.

When your consent is required for a particular processing activity, you will be informed. You may withdraw consent you have given. Withdrawal of consent does not affect processing that took place lawfully before the withdrawal.

5. Client record and MijnDiAd

Roeloff & partners uses MijnDiAd for, among other things, client administration, record keeping, reporting, appointments and invoicing.



MijnDiAd may process your contact details, appointments, intake information, records and other information relevant to your therapy or counselling.

MijnDiAd processes personal data on behalf of Roeloff & partners insofar as this takes place under instructions from the practice. Roeloff & partners remains responsible for the processing of your data within the therapeutic relationship.

Where necessary, appropriate arrangements are made with external parties that process personal data on behalf of Roeloff & partners regarding confidentiality and security.

6. Email and Proton Mail

Roeloff & partners uses Proton Mail for electronic communication.

Email communication may contain personal data and sometimes sensitive information. We handle this carefully.

We ask you not to send extensive information about your health or personal circumstances by ordinary email when this is not necessary.

When it is necessary to exchange privacy-sensitive information, an appropriate secure environment may be used, such as the secure communication facilities within MijnDiAd.

7. Relationship therapy

In relationship therapy, personal data of two people are processed. Each partner has an individual right to privacy.

Information that one partner provides confidentially to the therapist during an individual session is not automatically shared with the other partner.

At the start of relationship therapy, where relevant, arrangements are made concerning the confidentiality of individual sessions and the way in which information is used within the joint therapy.

When consent is required to share information from one partner with the other partner, that consent is requested separately.

Where a joint client record is used, the privacy rights of both partners are taken into account.

8. Contact with other healthcare or counselling professionals

When it is necessary for your therapy or counselling to exchange information with, for example, a GP, psychologist, psychiatrist or another professional, this is done only where there is a valid legal basis.

Where consent is required, it will be requested from you in advance.

We do not provide more information than is necessary for the relevant purpose.

9. Cover and replacement

When Roeloff & partners uses a cover therapist or replacement therapist, it may be necessary for that person to have access to relevant client data.



This happens only when necessary for the continuity of your therapy or counselling and within the applicable legal and professional frameworks.

A cover or replacement therapist is also bound by the applicable confidentiality and privacy rules.

10. Financial administration and invoicing

For our financial administration and invoicing, we process the information necessary for these purposes.

This may include:

- name and address;
- invoice details;
- date of the service provided;
- description of the service;
- amount;
- payment details.

We do not process more information about your therapy or counselling than is necessary for the financial administration.

When an accountant, bookkeeper or administrative service provider processes personal data on behalf of Roeloff & partners, appropriate arrangements are made regarding the processing and security of those data.

Administrative data are retained for as long as a statutory retention obligation applies or as long as retention is necessary for business operations or legal obligations.

11. Website

Personal data may be processed via roeloffenpartners.nl when, for example, you contact us or register.

We ask you not to provide extensive information about your health or personal circumstances via the website when this is not necessary for your initial contact.

Technical data may be processed automatically when this is necessary for the functioning and security of the website.

More information about cookies and similar technologies can be found in our separate Cookie Statement.

12. Practice at home and private property

Roeloff & partners is located at a residential address. The practice room forms part of the home of the practice holder and her partner. The practice room is separated from the private part of the home and has its own entrance.

The outdoor area is part of the residential property and is also used as private property by the residents. CCTV is in operation on the outdoor area. The main purpose of this is to secure the home and the associated property. Please see the section "CCTV on the outdoor area" in this privacy statement.

Clients are asked to use only the part of the property that is accessible for the practice and to respect the privacy of the residents.

13. CCTV on the outdoor area

The outdoor area at the premises is partially secured by CCTV.

The main purpose of the CCTV is the security of the home and the associated outdoor area. CCTV is intended to prevent and, where necessary, record incidents such as theft, burglary, vandalism and unauthorised access.

CCTV is separate from the content of therapy or counselling. Camera images are not used for therapeutic or counselling purposes and are not used to assess clients' behaviour or functioning.

When you enter the outdoor area, you may be recorded by the cameras. When people are recognisable in the images, the camera images may contain personal data.

The processing of camera images is based on the legitimate interest in securing the home and the private property, insofar as the legal requirements for this are met.

The cameras are positioned and configured so that people's privacy is respected as far as possible. No more of the public space or other people's property is filmed than is necessary for the security purpose.

Camera images are used only for security purposes and not for other purposes.

Images are not retained for longer than necessary for the security purpose. Where there is no incident or other reason to retain images for longer, they are deleted or overwritten within the applicable retention period.

Camera images are provided to third parties only when there is a legal basis for doing so, for example when images are necessary in connection with an incident and must be provided to the police or another authorised authority.

At access points to the CCTV area, it is clearly indicated that CCTV is in operation, so that visitors are informed before entering the camera-monitored area.

14. Security of personal data

Roeloff & partners takes appropriate technical and organisational measures to protect personal data against loss, unauthorised access, unlawful use, unwanted alteration and unauthorised disclosure.

Access to client data is limited to persons for whom such access is necessary.

When using digital systems, including MijnDiAd and Proton Mail, the protection of confidential and sensitive information is taken into account.

15. Retention period of the client record

Where the WGBO applies to your record, a statutory retention period of 20 years from the last amendment to the record applies in principle.

In certain circumstances, a longer retention period may apply.

In some circumstances, you may request destruction of your record. Such a request will be assessed in accordance with the applicable legal rules. In certain situations, a request for destruction may be refused, for

example where a statutory retention obligation applies or where retention is necessary to protect another person's interests.

For personal data for which no specific statutory retention period applies, we use a retention period that is no longer than necessary for the purpose for which the data were collected, unless a legal obligation requires a longer period.

16. Your privacy rights

Depending on the situation and the applicable legislation, you have the right to:

- know which personal data we process about you;
- access your personal data;
- receive a copy of your data;
- have factually incorrect data corrected;
- under certain circumstances, request deletion of data;
- under certain circumstances, request restriction of processing;
- object to certain processing activities;
- withdraw consent you have given where processing is based on consent.

Specific legal rules may apply to medical and therapy-related data.

You can submit a request via: elzeroeloff@protonmail.com

To prevent personal data from being provided to the wrong person, we may verify your identity before processing a request.

We will in principle respond within one month. Where a request is complex, this period may be extended within the limits permitted by law.

17. Access to the client record

You have the right to inspect your client record and, within the applicable legal framework, to receive a copy.

Where the record contains information relating to another person, access to that information may be restricted to protect that person's privacy.

This may be particularly relevant in relationship therapy.

18. Confidentiality and professional secrecy

Information that you share with us as part of your therapy or counselling will be treated confidentially.

We do not provide information about you to third parties where there is no legal basis for doing so.

In exceptional situations, a legal obligation or a serious emergency may mean that confidential information has to be shared. Where circumstances permit, this will be discussed with you.

19. Processors and external service providers

For certain parts of our services, we use external service providers.

This may include:



- client record keeping and administration via MijnDiAd;
- electronic communication via Proton Mail;
- website hosting and technical management;
- financial administration and bookkeeping.

Where an external party processes personal data on behalf of Roeloff & partners, appropriate arrangements are made where necessary concerning the processing, confidentiality and security of these data.

20. Data breaches

When a security incident occurs in which personal data have been lost or may have become accessible to unauthorised persons, we assess it in accordance with the applicable data breach rules.

When a data breach must be reported to the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) under the GDPR, this is done within the applicable statutory period.

When a data breach is likely to result in a high risk to your rights and freedoms, you will be informed where the law requires this.

21. Complaints

If you have a question, complaint or objection concerning the way in which we handle your personal data, you can first contact us.

We will try to discuss your complaint or question with you carefully and work towards an appropriate solution.

You also have the right to lodge a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) if you believe that your personal data are not being processed in accordance with privacy legislation.

22. Changes

Roeloff & partners may amend this privacy statement when the practice's working methods, systems used or laws and regulations change.

The most current version is published on roeloffenpartners.nl.

This privacy statement was last amended in August 2026.

Contact

Roeloff & partners
Elze Roeloff, psychosocial therapist
Email: elzeroeloff@protonmail.com
Website: roeloffenpartners.nl