



Privacy statement

Introduction iMindU, registered in Leiden at 2311 EX, Rapenburg 34A and recorded in the register of the Dutch Chamber of Commerce under registration number 67312969, places great value on protecting your personal information. For this reason, iMindU takes great care of your data.

This statement explains what personal data iMindU handles and for what purposes, how that data is handled and what your rights are.

Personal data iMindU collects and processes the following information which, if logged, could be traced back to you and/or your child:

- name, street address, town/city
- other personal traits (sex, date of birth)
- communication details (telephone number, e-mail)
- administrative details (health insurance provider, bank account number)
- medical details (information about your health)
- school (name, address, telephone number, teacher/mentor at current and previous schools); course of study, profession/employer

Purposes, reasons for handling data and provision of data to third parties

In order to provide proper psychiatric treatment, it is necessary for iMindU to open and maintain a medical file. This file contains notes about your state of health and information about all tests and treatments carried out; only necessary information is contained in the file, and the amount of information stored is kept to a minimum. The file also contains details necessary for your treatment which, with your consent, iMindU has requested from other sources such as another medical specialist, a hospital or a company doctor.

Conversely, details in your file may be provided to other healthcare providers upon request, with your consent or when necessary in order to prevent harm or the risk of harm to your or your child's health. For example, upon referral details may be provided to a medical specialist, family doctor or pharmacist, unless you expressly object to this. Details may also be used for observation/substitution or for peer review.

A limited amount of information from your file is used for iMindU's financial administration and audits. Information from your file may also be shared with third parties such as health insurance providers where that is legally or contractually required, unless you have indicated in a privacy statement that you do not wish this to happen. iMindU has signed a data processing agreement with service providers known as data processors. This agreement contains provisions intended to safeguard the security of your personal information.



If iMindU wishes to use your details for a purpose not indicated above, you will be informed and your consent will be required. For example, your consent is required for your details to be used for scientific research or statistical purposes. Your consent is not required if the information used is not traceable to your person.

iMindU will only process the personal information of minors (persons younger than 16 years of age) with the written permission of the minor's parent, carer or legal representative. The permission of both/all authorised parents is necessary to diagnose or treat a young person.

Storage period

In principle, your details will only be stored for as long as is necessary for the purposes outlined above, or for as long as iMindU is legally obliged to store the information. In general, this period is 15 years. Where there is a suspicion of child abuse, child neglect or sexual abuse, this period is 40 years at the time of writing (2018).

Data security iMindU takes various technological and organisational measures to ensure that your details are stored securely, that they are not mislaid and that they do not fall into unauthorised hands. Healthcare providers who are directly involved in your treatment as therapists also have access to your information. Examples of such healthcare providers include doctor's assistants, observers and other healthcare providers who are consulted.

They will only have access to the information from the file that they need to enable them to carry out their duties. These healthcare providers also have a duty of confidentiality within the confines of delegated medical confidentiality.

For visitors and users of the online channels iMindU records information about your use of the website for the purpose of research into potential ways to optimise and communicate about the care, products and services we provide, as well as for the security of our website. To this end, iMindU uses its own (temporary or permanent) cookies and those of third parties. iMindU has no control over the content and behaviour of third-party cookies and takes no responsibility for those third-party cookies. You can update your cookie preferences or delete cookies in your browser settings.

The iMindU website may include links to external websites and social media. iMindU has no control over these external websites and advises you to review the privacy policy of the website or social media provider in question.



iMindU is not liable for damage of any kind which is suffered by the visitor, user or help seeker using the website and which is, directly or indirectly, the result of the information provided.

Rights

Your rights as regards the handling of your data are:

Right of inspection iMindU is obliged to send/share with you your personal information when you request it. This is always done in consultation.

Right of rectification

If your details have been incorrectly passed on, changed or incorrectly processed by iMindU, iMindU is obliged to amend these details upon your request. If you disagree with specific comments or conclusions in advisory reports and letters from the family doctor, you have the opportunity to indicate this. In such a case, facts may be corrected; iMindU's therapists are not obliged to alter professional interpretations or conclusions unless they see good reason to do so. Should a conflict regrettably arise, iMindU offers you the option to attach to your file your own statement regarding this conflict.

Right to submit a complaint

If you would like to submit a complaint about how your personal data has been handled, you should contact the Dutch Data Protection Authority.

Right of transfer

If iMindU offers a service and you decide to change to another provider, you have the right to require iMindU to transfer the information in your file to the new provider. This is always done in consultation.

Right to stop using the data

You can indicate that the details iMindU has stored about you should no longer be used, unless these details are subject to a prohibition in the form of a legal obligation to store the details, as is the case in the event of child abuse, child neglect or sexual abuse.

You also have the right to object to a specific instance of data processing. iMindU will assess your request in accordance with the General Data Protection Regulation (GDPR) and will share with you, as soon as possible and always within one month of receiving your request, information about the actions iMindU takes in response to your request or



objection. However, iMindU may extend this period by two months if such an extension is justified by the complexity of your request or the number of requests iMindU has received. If that is the case, iMindU will inform you of this.

Questions

If you have any questions or comments about this privacy statement, please contact iMindU at info@imindu.nl.