



New Pathways - general terms and conditions

Confidentiality

Confidentiality is an essential part of all coaching and counselling. It underpins the client's sense of safety and trust and contributes to making the coaching relationship different from any other. New Pathways Coaching and Training holds all records securely and will ensure confidentiality in the treatment of any information held about its clients. All information recorded and held is solely for the purpose of maintaining effective services. Please see Confidentiality and Data Recording for a more detailed account.

All information will be kept confidential unless the client and therapist agree to discuss something with a third party. Where appropriate a consent form will be used. The only reasons for breaking confidentiality would be if the coach considers that your life is at risk, if another person's life is at risk, or if the coach is liable to civil or criminal court proceedings if the information is not disclosed. If at all possible, this would be discussed beforehand.

Non-discrimination

New Pathways Coaching and Training is strongly committed to non-discrimination. I value difference and diversity and do not discriminate on the grounds of age, gender and gender identity, sexual preference or orientation, marital/partnership status, religion, race, colour, national origin, disability, heritage or political belief.

Cancellation invoices and missed session policy

If for any reason you are unable to attend your appointment, please let me know as soon as possible. The required notice for cancellation is 24 hours. If there is less notice of cancellation or if you do not attend your appointment, you will be charged the full fee. With adequate advanced notice, where possible, you will be offered an alternative appointment.

You will be given as much advance notice as possible in terms of the holidays or of the need to cancel your appointment for any other reason. I invoice after your appointment and kindly ask clients to pay their invoice within 30 days of presentation. For a package of sessions I invoice after the first session for the whole package.

Travel

New Pathways will charge costs for travel to the client

- Car – reimbursement is the Dutch rate of 0.23 cents per kilometre
- Train – reimbursement of the whole return fare
- OV-fiets – reimbursement of the day rate for hire of the OV-fiets
- Plane – reimbursement of the cost of the tickets

Referrals

It is strongly advised that if you are concerned about any aspect of your physical or psychological wellbeing that you consult with your GP for an up-to-date evaluation of your health needs. If appropriate, following discussion with a client, I may recommend referral to your Huisarts or specialist professionals.

What data do I hold and why?

I hold the contact data from your initial online inquiry and/or intake form so that I can contact you. I may record brief notes during a session to act as an 'aide memoire' so that I can review the course of your trajectory as time progresses. I record the number of sessions you have and the payments you make for business purposes.

Contact form

When you submit a contact form for an initial session or intake conversation, you provide personal information. The completed form will be sent to me by email and will remain on my mail server. I will use your email address or phone number to contact you.

I will discuss with you how you like to be contacted, and it is important that while you remain a client you notify me if any of these details change.

How is it stored?

Session notes are held digitally and are password protected. Data held electronically are on a personal computer and stored in a password protected account. Phone contact details are held on a password protected phone.

I record appointments on a digital calendar, and data about the number of sessions and the payments you make electronically. Your records are held for as long as is necessary for the purpose for which they were collected. Clients have the 'right to be forgotten', however, and within a month of receiving a written request, all their records will be erased.

Who is it shared with?

All information will be kept confidential unless the client and coach agree to discuss something with a third party such as your GP/Huisarts or other specialist. Where appropriate a consent form will be used. The only reasons for breaking confidentiality would be if the coach considers that your life is at risk, if another person's life is at risk or if the therapist is liable to civil or criminal court proceedings if the information is not disclosed. If at all possible, this would be discussed beforehand.

Will your data be shared with third parties?

- bank, because of the processing of payments,
- online scheduling or calendar apps,
- tax advisor, because of the access to invoices with address details.

In the event of my being unable to contact you (e.g. through sudden incapacity) a trusted person has access to my client list and will contact you directly. This is also a professional requirement. If I experience any data breaches, I will inform you as soon as possible.

Access your records

Clients can access their records by making a written request. If I experience any data breaches, I will inform you as soon as possible.

Complaints Procedure (for Coaching)

With regard to my coaching practice the Complaints Procedure is in line with the LVSC protocol, the professional association for coaches in the Netherlands of which I am a member. See the LVSC website: www.lvsc.eu/klachtenprocedure