SYSTEMISCHE PRAXIS MARLIES ENGELHARDT

In-person sessions: Praxisgemeinschaft Johannis (Praxis Christine Bruns, ground floor left), Jagdstraße 12, 90419 Nürnberg. Please remove your outdoor shoes at the practice.

Video sessions: The link for the video session will be sent to you by email before the appointment. There is nothing you need to download.

GENERAL TERMS AND CONDITIONS

1. SUBJECT OF THE AGREEMENT

The services offered by Systemische Praxis Marlies Engelhardt consist of accompanying and supporting change and personal development. Each client's individual personality traits and potential for positive development are worked out together with them.

You are informed that systemic counseling and all methods used in this offer do not constitute treatment within the meaning of the German Heilpraktikergesetz (Non-Medical Practitioners Act). The counseling does not replace physical, medical, pharmacological, psychotherapeutic, or psychiatric treatment. No diagnoses are made in the counseling. No guarantee of healing can be given.

Systemische Praxis Marlies Engelhardt cannot provide acute crisis intervention. There is no on-call service. Should you or your family members experience an acute psychological emergency, you agree to contact an appropriate service immediately (e.g. police, emergency medical services, crisis service, telephone counseling service, emergency room, psychiatric emergency department).

2. PAYMENT TERMS, CANCELLATION FEE AND LATE PAYMENT

Individual session, 60 minutes: €130
Couples counselling / two people, 60 minutes: €150
Three or four people, 60 minutes: €200

The fee is invoiced after each session and is payable within 14 days. After that, you will receive a payment reminder with a deadline of 7 days. If payment is still not made, a formal demand for payment will follow. Statutory default interest and a handling fee of €5 per demand will apply. You may prove that the damage incurred is lower. In the event of continued late payment, further appointments will be suspended.

Systemische Praxis Marlies Engelhardt works from a solidarity-based approach. If the fee poses a financial hurdle for you, please let me know early on.

On the other hand, some people have more financial flexibility than others. If that applies to you, you are welcome to pay more than the standard rate. This helps keep counselling accessible to everyone. In a joint conversation, we can agree on a rate that works for you.

If you are unable to attend a scheduled session, you must cancel at least 24 hours in advance by phone or email. Otherwise, the full fee will be charged.

3. CONFIDENTIALITY AND DATA PROTECTION

Systemische Praxis Marlies Engelhardt undertakes to maintain confidentiality towards third parties.

This duty of confidentiality may only be waived if you give your written consent to do so. Reports of planned criminal offenses are not covered by this duty of confidentiality.

You have been informed of the data protection terms and agree to them. Both parties consent to communication by email.

4. STATE OF HEALTH

The client confirms that they do not suffer from any condition that impairs their legal capacity or that would currently preclude counseling for medical-psychological reasons. If the client is currently undergoing psychotherapy, they confirm that they will disclose this and will inform their psychotherapist about the counseling process at Systemische Praxis Marlies Engelhardt.

5. LIABILITY

Liability for personal injury, property damage, or financial loss that may arise from the use or misuse of the methods applied in systemic counseling is excluded. Participation in the counseling is at your own risk.

PRIVACY POLICY

Dear client,

The protection of your personal data is important to me. Under the EU General Data Protection Regulation (GDPR), I am required to inform you of the purposes for which I collect, store, or transmit data. This information also explains your rights regarding data protection.

1. RESPONSIBILITY FOR DATA PROCESSING

Responsible for data processing:

Marlies Engelhardt, Jagdstraße 12, 90419 Nürnberg, Tel. 0176 53110163

Email: kontakt@marlies-engelhardt.de, Web: www.marlies-engelhardt.de

2. PURPOSE OF DATA PROCESSING

Data processing takes place on the basis of legal requirements in order to fulfill the obligations associated with the counseling. For this purpose, I process your personal data in connection with appointment booking and in my personal session notes.

The collection of personal data and health data is a prerequisite for my counseling work with you. All data collected is treated as strictly confidential. It is used exclusively for my counseling work and is not accessible to any third party.

The following are likewise treated as strictly confidential:

- • Data for invoicing (last name, first name, postal address)
- • Email address (name and email address)
- • Phone number (name and phone number)
- • Appointment management in the booking calendar (name and scheduled appointments)

3. RECIPIENTS OF YOUR DATA

I treat all of your provided data as strictly confidential and only disclose your personal data in exceptional cases due to legal requirements (legislator, tax authorities) or if you have expressly consented.

4. STORAGE OF YOUR DATA

I store the above-mentioned and accrued personal data for as long as I am legally required to do so, for example due to legal documentation or retention obligations under commercial or tax law, or for as long as I need the data for the purposes stated above. I then delete your data.

5. VIDEO COUNSELING

Video counseling takes place exclusively via a video consultation service for therapy and counseling certified by the KBV (National Association of Statutory Health Insurance Physicians) and GKV (statutory health insurance).

Terms of the provider webPRAX: https://webprax.de/agb/

Privacy policy: https://webprax.de/datenschutzerklarung/

6. APPOINTMENT BOOKING TOOL

A DSGVO-compliant and ISO 27001-certified appointment scheduling software is used, which meets the highest requirements for data protection and information security.

Terms of the provider anny: https://anny.co/terms

Privacy policy: https://anny.co/privacy

7. YOUR RIGHTS

You have the right to withdraw this consent at any time. You have the right to obtain information about the personal data concerning you. You may also request the correction of inaccurate data. Furthermore, under certain conditions, you have the right to erasure of data as well as the right to data portability. You also have the right to lodge a complaint with the competent data protection supervisory authority if you believe that the processing of your personal data does not comply with the law.

8. LEGAL BASIS

The legal basis for the processing of your data is Article 9(2)(h) GDPR in conjunction with Section 22(1) No. 1(b) of the German Federal Data Protection Act (BDSG). If you have any questions, please feel free to contact Systemische Praxis Engelhardt.