



ANNE-CLAIRE VAN PUTTEN

BATC Complementary Therapist

CONDITIONS

- **Payment**

Payment for the consultation is by debit card.

- **Cancellation**

If you are unable to attend the consultation, please cancel two days in advance.

- **Privacy Guarantee**

According to the Medical Treatment Contracts Act (WGB0), medical records must be retained for twenty years. As a BATC Complementary Therapist, I adhere to the General Data Protection Regulation (GDPR) and handle personal data with care.

The data is not digitized or shared with third parties, and is stored securely.

The GDPR focuses on data portability for digital data. Paper records are not covered.

Personal data and the data from a measurement are available for inspection, but a copy (paper or digital) will not be provided.

- **Complaints Procedure BATC and Cam-Coöp**

In accordance with the Wkkgz Act, I am affiliated with an independent disputes committee through my professional association, BATC. If there is a complaint or dissatisfaction about the therapeutic approach and no solution can be found through (written) contact between the client and the therapist, the client can contact BATC, which will initiate a mediation process. This mediation is usually successful.

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If this does not lead to the desired results, the client can be referred to an independent complaints officer. If the complaints procedure also fails to result in a satisfactory solution, the client can contact the independent Complementary Care Disputes Committee.