

Terms and conditions

Welcome to Talk to Nora site. These terms and conditions govern your use of my (Nora Kedves) services. By engaging my psychological services, you accept these terms and conditions in full.

Confidentiality

All personal information provided to me during the provision of my services will be kept strictly private and confidential. I will keep brief records of sessions to document your meetings. These will include date and time of your appointment and topics covered. Records of sessions are stored by me in digital format on a password protected or encrypted computer hard drive, in compliance with the General Data Protection Regulation (GDPR) (EU) [2016/679](#).

I will only disclose information with other professionals at your request and with your consent. You can tell me not to share any information, or you can ask me only to share some information. For example, you may be happy for me to tell your GP and/or family about your treatment and care needs, but not your diagnosis. There are a limited number of circumstances in which I should reveal relevant information about you and it is important that you are aware of the rare legal exceptions where codes of practice on confidential information needs to be broken. These are:

- where there is a risk of serious harm to you or to others, or
- where there is a risk of a serious crime.

For example, if someone tells me that they are planning to hurt themselves or other people, I could decide to share this information with someone, or contact the police. In certain circumstances, I can share your personal information if this is for the public good. Your personal information can also be shared if this is required by law. For example, a court could order me to provide information to them.

Therapy Sessions

Sessions last for 50 minutes, unless otherwise agreed, and I will agree regular weekly appointments with you at a time that is suitable for us both. Weekly

attendance is required in order for you to benefit from therapy. If you do not commit to regular weekly sessions, I might not be able to continue working with you (with the exception of clients who have moved to a maintenance program after having engaged in weekly therapy sessions). The number of sessions that you require to complete treatment will be discussed and agreed with me. If it is open ended the need for therapy will be reviewed as required.

Fees

The fee for an initial 50 minutes consultation is as stated in your offer email. Following your first appointment, all subsequent sessions are 50 minutes and usually take place at the same time each week, unless otherwise agreed. All sessions are the same fee as your first appointment. Please note that if your session are longer than 50 minutes, the fee will be subject to change and charged on a pro-rata basis. My hourly fees are reviewed annually.

Ending Therapy

Upon booking your first therapy appointment you are booking a weekly recurring appointment until you explicitly end therapy.

If you wish therapy to stop for any reason after your first session, you should notify me in writing by text or email and whenever possible allow at least one or two more sessions to give time for working through any issues and feelings that arise.

If you wish to continue therapy after your first session, you will negotiate and plan to end therapy directly with me.

Lateness and Session Times

If you arrive late for your session, the session will still end at the same time. If you arrive early, please wait outside as I might have other clients before you.

Cancellations

Appointments cancelled without a minimum of 24 hours` notice will be charged a 50% cancellation fee. In the event of exceptional circumstances (such as holidays, business travels etc.), a Skype or Telephone session will be offered as a replacement to a face to face session and if this is declined then cancellation charges will still apply as above. You need to inform me directly, by text or email, of any cancellations or amendments to your appointments.

Payments

Full payment is required at the end of each session. Payment can be done by cash. I do not accept cheque, credit or debit card.

Complaint

I am subject to the Code of Ethics and Conduct of the professional body I am registered with. Complaints and enquiries with regards to my assessment and/or treatment, conduct and ethical issues should be addressed directly to my professional body.

PRIVACY POLICY

Talk to Nora is committed to provide my customers, prospective customers and the users of my website talktonora.hu with an open and honest experience. I work hard to ensure that your privacy is maintained and that any data that you do share with me is carefully looked after. Talk to Nora is responsible for your personal data and, for the purposes of GDPR, are the data controller. If you have any questions at all please do not hesitate to contact me.

This privacy notice provides you with details of how I collect and process your personal and non personal data through your use of my site talktonora.hu. Personal data refers to any data capable of identifying you and non personal data refers to anonymised data.

By providing me with your data, you warrant to me that you are over 13 years of age.

Contacting Talk to Nora

counselling@talktonora.hu

I would like to make sure that the data I hold about you is accurate and up to date. Please let me know if at any time your personal information changes.

In this document I have provided accurate information about all of the data I collect, why I collected it, my legal grounds and also what I do with it. I have made reference to where the data is stored which should be read in conjunction with my entire Privacy Policy and also my Cookie Policy. Please contact me if you have any questions at all.

1. What Personal Data Is Collected And Why?

I only request personal information for the purpose that it was intended or a similar activity.

Personal data is requested from me to fulfil my contractual obligations and to manage the day to day normal business activities. If you are unable or choose not to provide me with the data if and when requested I may not be able to fulfil my contractual obligations and the product or service may be cancelled. I will never share your personal details with any third-party for their own use.

1. Enquiry Data is collected so that I may communicate to you. The legal grounds for me processing this data is legitimate interests.
2. User Generated Data is data that you have chosen to post on my website. The legal grounds for us processing this data is legitimate interests.
3. Personal Information Data is collected so that I may process a purchase or a request to purchase. The legal grounds for my processing this data is the fulfilment of my contractual obligation with you or the creation of a future contract with you.
4. Other. Under GDPR it may be deemed that your IP address constitute personal data because it could be used to identify you or in whole or part. The legal grounds for me processing your IP is legitimate interest

since this helps to keep our website safe. I process your IP address for security reasons to protect my website for malicious attacks and hacks. I may cross reference your IP with the IP's of blacklisted users and if a match is found I may add your IP to the blacklist and prevent further access to you.

I may process your personal data without your knowledge or consent where this is required or permitted by law.

2. What Non-Personal Data is Collected and Why?

1. Preference Data is collected to enable the website to perform and to be administered correctly. My lawful ground for this processing is legitimate interests.
2. Statistical Data is collected so that I may provide a fully functioning website that helps my business to communicate core message to relevant persons. The legal grounds for me processing this data is legitimate interests.
3. Marketing Data is collected to allow me to grow our business and provide a better service to my customers. The legal grounds for me processing this data is legitimate interests.

3. Marketing and Advertising

I know that you don't want to be bombarded with advertising and marketing messages that are not relevant to you.

1. Email marketing. I may send you marketing communications from me:
 - a. if you have previously purchased from me
 - b. if you have made an enquiry from me about my products and services
 - c. if you requested to receive marketing communications (opted in)

You will always receive a marketing message with an option to opt out of future marketing messages.

If you are a limited company, I may send you marketing emails without your consent. However you can still opt out of receiving marketing emails from me at any time. My lawful ground of processing your personal data to send you marketing communications is either your consent or my legitimate interests (namely to grow my business).

2. Display Advertisements. I may use your data to deliver relevant advertisements to you (including Facebook adverts or other display

advertisements) and to measure or understand the effectiveness of the advertising I serve you. My lawful ground for this processing is legitimate interests which is to grow my business.

4. Third Party

I may have to share your personal data with the parties set out below:

1. Service providers who provide IT and system administration services.
2. Professional advisers including lawyers, bankers, auditors and insurers
3. Government bodies that require me to report processing activities.

I audit all third-parties for compliance with the law and select providers who are trustworthy and who align with my Privacy Policy.

5. Cookie Policy

Please also read my [Cookie Policy](#) to understand more about what cookies are, how I use them and for instructions for blocking cookies if you prefer.

COOKIE POLICY

Cookies are used in various forms by most websites and are usually harmless.

What's a cookie?

Cookies are small text files are stored on your hard-drive that can be used by websites to make your experience more efficient and in order to provide you with more functionality. For example a cookie can help a website to remember that you are logged in when processing an eCommerce transaction or may be used to remember your language preferences.

Cookies may be session or persistent. Session cookies are deleted after you have left our website and Persistent cookies remain to help you with your experience next time you return.

What are cookies used for?

I have broken up the types of cookies that most websites use into the following categories:

1. Necessary. Necessary cookies help make a website usable by enabling basic functions like page navigation and access to secure areas of the website. The website cannot function properly without these cookies.
2. Preferences. Preference cookies enable a website to remember information that changes the way the website behaves or looks, like your preferred language or the region that you are in.
3. Statistics. Statistic cookies help website owners to understand how visitors interact with websites by collecting and reporting information anonymously. Statistical cookies may benefit the ongoing improvements of the website and increased efficiency/relevance of any related marketing campaigns.
4. Marketing. Marketing cookies are used to track visitors across websites. The intention is to display ads that are relevant and engaging for the individual user and thereby more valuable for publishers and third party advertisers.

Can I block cookies?

Your browser will usually allow you to alter and control the type of cookies that you will allow websites to store. If you are concerned about my cookies being stored on your computer by this website or other, I strongly recommend that you check your browser for further information. If you choose to block cookies some sections of this website might not be available to you.

The details of Third Party cookies may change from time to time, however I will endeavour to keep this document up to date and accurate.

This Cookie Policy is correct and accurate as of the 17/10/2019.