

Privacy Policy

This Privacy Policy explains how we collect, use and protect your personal data and provides you with information about your rights according to applicable data protection laws.

Personal data is information that can be related to you as a client. We require different types of personal data in order to work efficiently and responsibly. You are not obliged to provide such information. The consequence of not providing the information may be that we cannot fulfil our contractual obligations and therefore may not be able to offer our services and cooperation.

1. Data controller and contact

The company Hanne Jessen | MTM is data controller and responsible for processing your personal data.

Hanne Jessen | MTM

Brødeskovvej 10
Hammersholt
3400 Hillerød
CVR 42107360

Phone +45 4044 4004

Email admin@mindthemoment.com

Feel free to direct any questions regarding our Privacy Policy and processing of your personal data to us by email or phone.

2. Purpose and legal basis for processing your personal data

We process your personal data for the following purposes:

- Contacts and communication related to enquiries, appointments, courses, presentations etc.
- Journal notes related to conversations, therapy sessions, group sessions etc.
- Bookkeeping, invoicing, payments
- Website analytics and optimisation (*see also our Cookie Policy*)
- Mailing lists and newsletters
- Social networks and platforms

The legal basis for processing your personal data is:

- For use in client work and contacts we collect and process personal data in accordance with with the General Data Protection Regulation article 6(1)(a), (c) and (d)
- Special categories of personal data are collected and processes in accordance with the General Data Protection Regulation article 9(2)(a) and (c)

3. Categories of personal data and consent

We process the following categories of personal data:

- Ordinary personal data:
 - o Name, address, email, phone number
 - o Gender, birthday, family, social and work relations, education (*only with your written consent*)
- Special categories of personal data ("sensitive personal data"):
 - o Health information (*only with your written consent*)

Written consent

In certain situations, we require your consent to collect and process different categories of personal data and will only request it when necessary for our cooperation. In the consent form, we describe which data we process, how and why, for how long the consent is valid and your right to cancel the consent at any time.

4. Recipients of your personal data

We do not pass on your personal data to others unless you request us to do so and give us your permission in writing.

Data processors

Few can handle everything themselves and we are amongst those in need a helping hand. We external partners and suppliers to help us organise our work, services, IT and communication activities, some of whom can be data processors:

- Simply.com – website domain services – [Privacy policy](#)
- Microsoft OneDrive – electronic cloud/file hosting services – [Privacy policy](#)
- Google.com – elektronik email og calendar system – [Privacy policy](#)
- Dinero.dk – accounting system – [Privacy policy](#)
- Whereby.com – video meeting services – [Privacy policy](#)
- Google Analytics - web analysis service provided by Google Inc. – [Privacy policy](#)
- Aksimet - spam protection provided by Automattic Inc – [Privacy policy](#)
- Mailchimp – email address management and message sending service provided by The Rocket Science Group, LLC – [Privacy policy](#)
- LinkedIn button and social widget - services allowing interaction with the LinkedIn social network – [Privacy policy](#)
- Facebook Like button and social widgets - services allowing interaction with the Facebook social network – [Privacy policy](#)
- Instagram widget - image visualization service – [Privacy policy](#)

5. Transfer to third countries

In general, we use data processors who are domiciled or store data in EU/EEA. Sometimes it isn't possible and then we use data processors outside EU/EEA, if they provide satisfactory data protection themselves.

6. Collection of your personal data

We collect personal data only from you.

7. Retention of your personal data

We retain your personal data for up to 5 years.

- Name, address, email and phone number is stored in password protected electronic files on our cloud/email platforms – *Microsoft OneDrive, Google mail*
- Other personal data are anonymised and stored in password protected electronic files on our cloud platform or in a locked physical location – *Microsoft OneDrive*
- Appointments are registered in anonymised format on our electronic calendar platform – *Google calendar*
- Invoice and payment information is stored in password protected electronic files on our cloud, accounting and banking platforms – *Microsoft OneDrive, Dinero, Danske Netbank*

7. Automatic decision making, including profiling

We do not use automatic decision making nor profiling of your data.

8. Your right to withdraw a consent

You have the right to withdraw your consent at any point in time. You do by contacting us using contact details described above in paragraph 1. If you withdraw your consent, it does not affect the legal basis of our processing of your personal data up to the time of withdrawal, i.e. a withdrawal of consent comes into effect from the time of request.

9. Your other rights

The General Data Protection Regulation provides you with a set of other rights in relation to our processing of your personal data. If you wish to use any of these rights, you must contact us. If you make a request, we have one month to respond to you.

The right to information (right of access)

You have the right to access the information we process about you and certain supplementary information.

The right to rectification (correction)

You have the right to request that we correct any information you believe is inaccurate. You also have the right to request that we complete the information you believe is incomplete.

The right to deletion

In very special cases, you have the right to have your personal data deleted before the general deletion deadline set in this policy.

The right to restrict processing

In certain situations, you have the right to have the processing of your personal data restricted. If the processing of your personal data is restricted, we may only process your information - apart from for storage purposes - with your consent, or for the purpose that legal claims can be established, asserted or defended, or to protect a person or important public interests. It should be noted in this context, that archival purposes are to be regarded as important public interests.

The right to object

You have the right to object to our processing of your personal data, under certain conditions.

The right to data portability (transfer to another data controller)

You have the right to request that we transfer the data that we have collected to another organization, or directly to you, under certain conditions.

You can read more about your rights in The Danish Data Protection Agency's guidelines at www.datatilsynet.dk and at the European Commission's [website](#)

12. Lodge a complaint

You have the right to bring a claim to the Danish Data Protection Agency, if you are not satisfied with the way in which we process your personal data. You will find the Agency's contact details at www.datatilsynet.dk.

Privacy policies of other websites

Our website contains links to other websites. Our Privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

We keep our privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 24 April 2022.