

Counseling Agreement

These regulations apply to the online counseling sessions offered by Victoria Planner in her occupation as psychosocial counselor. She is registered in Austria as "Psychosoziale Beraterin (Lebens- und Sozialberaterin)".

Personal responsibility

The sessions cannot replace medical or psychotherapeutic care. In their own best interest clients are obligated to share relevant pre-existing or new conditions as well as parallel treatments and medications. Clients carry the final responsibility for their own process and are critically involved in its success.

Confidentiality

Victoria Planner follows her legal obligation of confidentiality. Personal data and session contents will not be passed on to third parties.

Protection of data privacy

Personal data will be used for the sake of the administration and implementation of sessions. Victoria Planner is committed to handling personal data with the utmost diligence and will never share it with third parties. Victoria Planner offers anonymous and secure video communication via the Austrian provider Therapsy for free. If clients choose another messenger (WhatsApp, Signal, Telegram) in their own interest, Victoria Planner cannot be held responsible for security risks.

Arrangement of appointments

Appointments offered by Victoria Planner are valid for 24 hours and might expire after that timespan. Cancellations must be made as early as possible. Sessions that have not been cancelled by the client 48 hours prior to the appointment still have to be paid fully.

Payment modalities

The session fee can be paid in advance and is due not later than five business days after the session was held. The bank transfer must be made in euros to the following account:

Victoria Planner

IBAN: DE39100110012656900213

BIC: NTSBDEB1XXX

I, _____, consent to the terms of this agreement.

Date:

Signature: