

## General terms and conditions and privacy statement Hormonehood

### Hormonehood Terms and Conditions

#### Working agreements

The General Terms and Conditions are an extensive story. For the sake of readability and reference options, they have been summarized in a number of working agreements. However, this summary is not a replacement for the general terms and conditions, which remain fully applicable.

- The general terms and conditions apply to all agreements.
- Entering into an agreement takes place under these conditions.
- What is discussed is confidential. This also applies when the client is coached on behalf of his employer. In that case, the agreement will include agreements between employer, client and coach about the nature and content of the reporting. Information will only be disclosed to third parties if the client is in danger of endangering himself or others or if the law is being violated.
- The client has the responsibility, accountability and authority over his own behavior and its consequences, both during the time that the coach and client spend together and afterwards.
- Invoices must be paid within 14 days of the invoice date.
- In case of cancellation by the client within 48 hours before the start of a session, the reserved Gjd will be charged.
- A course lasts on average 3 to 6 months and must be completed within 12 months.

### General terms and conditions

#### 1. Applicability Unless

otherwise agreed, these general terms and conditions apply to all quotations and agreements from or with Hormonehood and all related

actions, both of a preparatory and executive nature. These conditions also apply to all agreements with the contractor, for the execution of which third parties must be involved.

#### 2. Company description Hormonehood is an independently operating agency for coaching, training and advice.

#### 3. DenifiniGes a.

Contractor: Hormonehood, which uses these general terms and conditions for offering services.

b. Client: the counterparty of the contractor, i.e. the client himself and/or his employer. c.

Agreement:

an oral or written contract between the client and the contractor concerning an agreed service provision.

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4. Execution of the agreement a. The

contractor will execute the agreement to the best of his knowledge and ability and in accordance with the requirements of good workmanship. b. The contractor has an obligation to make an effort towards the client; never an obligation to achieve results. c. If and to the extent that proper execution of the agreement so requires, the contractor has the right to have certain work carried out by third parties. This will always be done in consultation with the client. d. The client shall ensure that all data provided by the contractor

that these are necessary or which the client should reasonably understand are necessary for the performance of the agreement, are provided to the contractor in a timely manner. If the data required for the performance of the agreement are not provided to the contractor in a timely manner, the contractor has the right to suspend the performance of the agreement and/or to charge the additional costs resulting from the delay to the client at the usual rates. e. The contractor is not liable for damage of any nature whatsoever because the contractor has assumed incorrect and/or incomplete data provided by the client, unless this incorrectness or incompleteness should have been apparent to the contractor.

5. Prices and quotations

a. All quotations and price estimates made by or on behalf of the contractor are without obligation, with regard to price, content and delivery time, and expire after 30 days, unless otherwise agreed. indicated. b. The prices in the quotations mentioned are exclusive of VAT, unless otherwise indicated. c. Quotations are based on the information available to the contractor. d. An agreement is concluded at the moment that the quotation or contract signed for approval by the client has been received and accepted by the contractor. e. Activities for which no fixed price has been agreed will be charged to the client on the basis of a subsequent calculation and at the agreed rates. If no rates have been agreed in advance, the rates will be determined on the basis of the contractor's usual pricing.

6. Payment terms a. Invoices

must be paid no later than 14 days after the invoice date, including VAT, to the bank account to be designated by the contractor. b. In the event of late payment, the client will be in default by operation of law and, even without a notice of default to that effect, will owe default interest from the due date equal to the applicable weekly interest. If the contractor assigns its claim on the client for collection, the client will owe all judicial and extrajudicial costs associated with collection. c. The client must notify the contractor in writing of any objections to the contractor's invoice within two weeks after the invoice date, failing which the client will be deemed to have agreed to the amount of the invoice.

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7. Duration and termination

a. The agreement is entered into for an indefinite period unless the parties expressly agree otherwise in writing.

b. If the duration of the agreement is

determined in advance, this will be done in the quotation and after acceptance thereof by the client. Early termination is only possible if the parties have agreed to this in mutual consultation. In the event of early termination, the costs for research and tests already carried out will be charged.

c. If during the execution of the agreement it appears that for a proper execution it is necessary to change or supplement the work to be performed, the parties will adjust the agreement accordingly in a timely manner and in mutual consultation. d. If a change or supplement to the agreement has financial and/or qualitative consequences, or affects the timeline of completion, the contractor will inform the client of this as soon as possible.

d. The contractor has the right to terminate the agreement with immediate effect without notice of default or judicial intervention if the client has been unable to meet

his financial obligations within the agreed period. e. A coaching trajectory lasts on average 3 to 6 months and must be completed within 12 months after the invoice date.

8. Deficiencies – Insurance of Appointments a. The

Contractor reserves the right to cancel or reschedule appointments free of charge in the event of illness, disability, death or serious illness of family or loved one, as a result of which the Contractor cannot properly carry out his assignment. b. In the event of cancellation of individual advice and coaching sessions by the Client within 48 hours before the start of a session, the reserved Gjd will be charged.

c. Cancellation of training: Up to 2 months before the start of the training, it is free of charge.

After that, 50% of the total amount is due to Hormonehood. If you cancel within 2 weeks before the start of the training, the full investment amount is due. d. Cancellation of workshops: Up to 1 month before the start of the training, it

is free of charge.

After that, the full investment amount is due.

9. Force Majeure

a. In these general terms and conditions, force majeure is understood to mean, in addition to what is understood in this regard in law and case law, all external causes, foreseen or unforeseen, over which the contractor has no influence, but which prevent the contractor from fulfilling its obligations. b. The contractor also has

the right to invoke force majeure if the circumstance that prevents (further) fulfillment occurs

after the contractor has started executing the agreement. c. During force majeure, the contractor's obligations are suspended. If the period in which fulfillment of the obligations by the contractor is not possible due to force majeure lasts longer than 2 months,

both parties are entitled to terminate the agreement without any obligation to pay damages in that case. d. If the contractor has already partially fulfilled its obligations when the force majeure occurs,

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If the client has fulfilled its obligations or can only partially fulfil its obligations, it is entitled to invoice the part already performed or the part that can be performed separately and the client is obliged to pay this invoice as if it concerned a separate contract. However, this does not apply if the part already performed or the part that can be performed has no independent value.

### 10. Confidential information - confidentiality a. Both parties

are obliged to maintain confidentiality of all confidential information that they have obtained from each other or from other sources in the context of their agreement. Information is considered confidential if this has been communicated by the other party or if this results from the nature of the information. All conversations are treated according to the highest confidential standards. Nothing discussed in the conversation is intended to be communicated outside of it without the permission of both the contractor and the client. b. In the event of imminent danger to both the client and to society or certain persons, the contractor reserves the right to provide relevant information to competent

persons or authorities if this can prevent the danger. As a person covered by Dutch law, it is the duty of the contractor to report activities that are in conflict with the law to the aforementioned authorities. Therefore, the contractor cannot be held liable if he reports unintentional matters to the sponsor of the client or to the legal authorities. c. If, on the basis of a legal provision or a court ruling, the contractor is obliged to provide confidential information to third parties designated by law or the competent court, and the contractor cannot invoke a legal right to refuse to give evidence or a right to refuse to give evidence recognized or permitted by the competent court, the contractor is not obliged to pay damages or compensation and the other party is not entitled to

terminate the agreement on the grounds of any damage caused by this. d. The confidentiality principle applies to all means of communication, such as e-mail, post, fax, voicemail and other means. Unless otherwise agreed in advance, only the contractor and the client are the ones who see the communication via these mediums. Parties should be aware that a number of mediums are managed by third parties, so they cannot be regarded as strictly confidential.

e. In cases where the client is not the person being coached or the client, the principle of confidentiality and secrecy with regard to all information exchanged and conversations that take place between the contractor and the client also apply to the

client.

### 11. Liability

a. The Contractor shall never be liable for direct damage or indirect damage, emotional damage or damage resulting from decisions taken by the Client, whether or not in consultation with the Contractor. b. The Client shall at all times be solely responsible for the choices made, his own behaviour and the consequences thereof, both during the time that the Client and Contractor spend together and thereafter.

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### 12. Complaints procedure

a. We take complaints very seriously and will reach a solution in mutual consultation after reporting the complaint. b. Complaints about the work performed must be reported in writing to the contractor by the client within 8 days of discovery, but no later than 14 days after completion of the work in question. The notice of default must contain a description of the shortcoming that is as detailed as possible, so that the contractor is able to respond adequately. c. If no settlement is reached in accordance with these regulations, the court in the place of residence of the contractor has exclusive jurisdiction to hear disputes, unless the subdistrict court has jurisdiction. However, the contractor has the right to summon its counterparty before the court that has jurisdiction according to the law.

### 13. Retention of title

a. All items delivered and loaned by the contractor, including any tests, cards, games, sketches, software, books, drawings, exercises, etc., remain the (intellectual) property of the contractor, are exclusively intended for use by the client and may not be reproduced, made public or brought to the attention of third parties by him/her without the prior consent of the contractor. b. The client is not authorised to pledge or otherwise encumber the items subject to the retention of title. c. If third parties seize the items delivered under retention of title or wish to establish or assert rights thereto, the client is obliged to inform the contractor thereof as soon as may reasonably be expected. d. The client undertakes to take full care of the items delivered under retention of title and to return them to the contractor in a fully usable condition. In the event of damage caused by the client, the contractor will recover this from the client.

### 14. Amendment of the terms and

conditions The version applicable at the time the current order was concluded shall always apply.

## Privacy statement

We take the privacy of personal data very seriously and handle your personal data with care. By using this site you agree to our privacy and cookie policy. Your data will never be provided to third parties for commercial purposes.

We respect the privacy of our users. We process personal data only for the purpose for which it was provided and in accordance with the General Data Protection Regulation and the Telecommunications Act.

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1. About Hormonehood the website [www.hormonehood.com](http://www.hormonehood.com) is managed by Brigiae van der Meer. Hormonehood is the controller for the processing of your personal data within the meaning of the General Data Protection Regulation (hereinafter: GDPR).

Hormonehood  
Maassluisstraat 57  
1062 GA Amsterdam  
KvK: 94405301

2. What information do we collect? When you register online for a introductory meeting, fills out the contact form, evaluation form, a test, or makes other requests for one of our services, you will be asked to fill in data. In that case, we only process the data that you provide yourself.

3. Special personal data When you enter into a coaching trajectory with us, we may also request special personal data. This data is requested from you, we do not of course involve other parties for this. The collected information is only used internally, is never sold or passed on to other organizations for commercial purposes and will of course be treated as highly confidential. Necessity of providing (special) personal data In order to be able to enter into a coaching trajectory, we must have sufficient personal data to be able to help and guide you as best as possible.

4. For what purpose are the personal data used?  
The data is collected and stored for the following purposes: Your name, email, telephone number, address and answers to the questions before and with the start of the coaching process are used purely to coach you as well as possible. By providing the data, you give me permission to use the data for the above-mentioned purposes. In addition, some of this data is necessary for the execution of the agreement, if certain services have to be performed for you. We therefore process your data on the basis of arGkel 8 sub a and sub b Wbp.

5. With whom do we share your personal data?  
Your personal data is stored in our system. In some cases we use Dropbox or Google Drive for temporary storage of personal data.

6. Cookies  
Cookies are used to ensure the best possible functioning of this website and to tailor the content of adverts to your preferences. A cookie is a small file that is sent by our website and placed by your browser on the device you use to visit our website. The informaGe stored in the cookie can be sent back to our website

when you visit the website again. More information about cookies can be found on the ConsuWijzer website.

#### 7. Google Analytics

Because we would like to know how our visitors use the website, so that we can optimize the use of the website, we use Google Analytics. Analytical cookies from Google are therefore placed via this website. The information is anonymized as much as possible. Your IP address is explicitly not used. We can therefore not trace you personally. More information about the policy of Google Analytics can be found here.

#### 8. Social media

We would like to make it as easy as possible for you to share the content of our website via social media. This can be done by means of a number of social media buttons. We have placed the buttons of the following social media channels. Read the privacy statements of the respective social media channels to find out how they deal with privacy.

#### 9. Links

On our website you will find links to external websites. By clicking on a link you will go to a website outside www.hormonehood.com. It is possible that these external websites use cookies. We would like to refer you to the cookie or privacy statement of the relevant website.

#### 10. Retention period

We do not retain your data for longer than necessary for the purpose for which they were received. When you unsubscribe from emails, you will be immediately removed from the system. The above term applies unless we have further legal obligations to retain and/or keep the data available for a longer period.

#### 11. Rights

You have the right to withdraw your consent to the processing of your data at any time, after which we will no longer process your data. Withdrawing this consent does not affect the lawfulness of our data processing based on your consent, which took place before this withdrawal.

You also have the right to inspect your personal data and the right to rectify your personal data. If you want to know which personal data we process about you, you can submit a written request for inspection. If your data is incorrect, incomplete or irrelevant, you can request us in writing to change or supplement your data. In addition, you have the right to erase your personal data, the right to limit the processing and the right to object to the processing. In addition, you have the right to transfer your data or make it transferable. You can also submit a written request for this. We will process your request within 4 weeks.

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treatment. Written also means an e-mail. You can e-mail your request to us at [brigiae@hormonehood.com](mailto:brigiae@hormonehood.com)

12. Dutch Data Protection Authority

If you have any complaints about how we handle your personal data, you have the option to file a complaint with the Dutch Data Protection Authority.

13. Changes

We reserve the right to make changes to this privacy statement. On this page you will always find the current & valid version.