

Privacy policy

In the following, we inform you about the collection of personal data when using our website. Personal data is all data that can be related to you personally, e.g. name, address, e-mail address, user behavior.

1. Name and contact details of the controller

Responsible in the practice for psychotherapy according to the Heilpraktikergesetz is:

Name: Heike Graf

Address: Palmstr. 8, 91054 Erlangen

Contact details: Telefon 09131 40 60 923, info@heike-graf.de

In our state is the contact person for all data protection matters:

Authority: Bayerisches Landesamt für Datenschutzaufsicht

Address: Postfach 1349, 91504 Ansbach

Contact details: Telefon 0981/180093-0, poststelle@lda.bayern.de

2. Collection and storage of personal data as well as type and purpose of their use

a) When visiting the website

When you visit our website www.heike-graf.de, the browser used on your end device automatically sends information to the server of our website. This information is temporarily stored in a so-called log file. The following information is collected without your intervention and stored until automated deletion:

- IP address of the requesting computer,
- Date and time of access,
- Name and URL of the file accessed,
- Website from which the access is made (referrer URL),
- browser used and, if applicable, the operating system of your computer as well as the name of your access provider.

The above data is processed by us for the following purposes:

- Ensuring a smooth connection of the website,
- Ensuring a comfortable use of our website,
- Evaluation of system security and stability, and
- for further administrative purposes.

The legal basis for the data processing is Art. 6 para. 1 p. 1 lit. f DS-GVO. Our legitimate interest follows from the purposes for data collection listed above. In no case do we use the collected data for the purpose of drawing conclusions about your person.

In addition, we use cookies when you visit our website. You can find more detailed explanations of this under No. 4 in this data protection declaration.

b) When contacting us

When contacting us by e-mail, the data you provide (your e-mail address; if applicable, your name and telephone number) will be stored by us in order to answer your questions. We delete the data accruing in this context after the storage is no longer necessary or restrict the processing if legal retention periods exist.

3. Data transfer

Your personal data will not be transferred to third parties for purposes other than those listed below.

We will only share your personal information with third parties if:

- You have given your express consent in accordance with Art. 6 (1) sentence 1 a DS-GVO, e.g. to a laboratory,
- The disclosure is necessary for the assertion, exercise or defense of legal claims pursuant to Art. 6 (1) sentence 1 lit. f DS-GVO and there is no reason to assume that you have an overriding legitimate interest in the non-disclosure of your data,

- In the event that there is a legal obligation to disclose your data pursuant to Art. 6 (1) sentence 1 lit. c DS-GVO, or
- This is legally permissible and necessary for the processing of contractual relationships with you according to Art. 6 para. 1 p. 1 lit. b DS-GVO.

4. Cookies

We use cookies on our site. These are small files that are automatically created by your browser and stored on your end device (laptop, tablet, smartphone, etc.) when you visit our site. Cookies do not cause any damage to your end device, do not contain viruses, Trojans or other malware.

In the cookie, information is stored that arises in each case in connection with the specific end device used. This does not mean, however, that we gain direct knowledge of your identity.

The use of cookies serves on the one hand to make the use of our offer more pleasant for you. For example, we use so-called session cookies to recognize that you have already visited individual pages of our website. These are automatically deleted after you leave our site.

In addition, we also use temporary cookies to optimize user-friendliness, which are stored on your terminal device for a certain fixed period of time. If you visit our site again to use our services, it is automatically recognized that you have already been to our site and which entries and settings you have made so that you do not have to enter them again.

On the other hand, we use cookies to statistically record the use of our website and to evaluate it for the purpose of optimizing our offer for you (see No. 6 of this declaration). These cookies enable us to automatically recognize that you have already been to our website when you visit it again. These cookies are automatically deleted after a defined period of time.

The data processed by cookies is necessary for the aforementioned purposes in order to protect our legitimate interests as well as those of third parties in accordance with Article 6 (1) sentence 1 lit. f DS-GVO.

Most browsers accept cookies automatically. However, you can configure your browser so that no cookies are stored on your computer or a message always appears before a new cookie is created. However, the complete deactivation of cookies may mean that you cannot use all the functions of our website.

5. Data subject rights

You have the right, unless the Patients' Rights Act specifies overriding obligations:

- In accordance with Art. 15 DS-GVO to request information about your personal data processed by us. In particular, you can request information about the processing purposes, the category of personal data, the categories of recipients to whom your data have been or will be disclosed, the planned storage period, the existence of a right to rectification, erasure, restriction of processing or objection, the existence of a right of complaint, the origin of your data, if they were not collected by us, as well as the existence of automated decision-making, including profiling and, if applicable, detailed information about it;
- In accordance with Art. 16 DS-GVO to demand the correction of incorrect or completion of your personal data stored by us without delay;
- In accordance with Art. 17 DS-GVO to request the deletion of your personal data stored by us, unless the processing is necessary for the exercise of the right to freedom of expression and information, for compliance with a legal obligation, for reasons of public interest or for the assertion, exercise or defense of legal claims;
- To request the restriction of the processing of your personal data in accordance with Art. 18 DS-GVO, insofar as the accuracy of the data is disputed by you, the processing is unlawful, but you object to its erasure and we no longer require the data, but you need it for the assertion, exercise or defense of legal claims or you have objected to the processing in accordance with Art. 21 DS-GVO;
- You have the right, pursuant to Art. 20 DS-GVO, to receive your personal data that you have provided to us in a structured, common and machine-readable format or to request that it be transferred to another controller;

- You have the right to revoke your consent at any time in accordance with Art. 7 (3) DS-GVO. This has the consequence that we may no longer continue the data processing based on this consent for the future and that
- To complain to a supervisory authority in accordance with Art. 77 DS-GVO. As a rule, you can contact the supervisory authority of your usual place of residence or workplace or our registered office for this purpose.

6. Right of objection, insofar as the Patient Rights Act does not stipulate overriding obligations

If your personal data is processed on the basis of legitimate interests pursuant to Art. 6 (1) p. 1 lit. f DS-GVO, you have the right to object to the processing of your personal data pursuant to Art. 21 DS-GVO, provided that there are grounds for doing so that arise from your particular situation or the objection is directed against direct advertising. In the latter case, you have a general right of objection, which will be implemented by us without specifying a particular situation.

If you wish to exercise your right of revocation or objection, an e-mail to info@heike-graf.de will suffice. The revocation or objection is also possible by mail, fax or telephone.

7. Data security

We use appropriate technical and organizational security measures to protect your data against accidental or intentional manipulation, partial or complete loss, destruction or against unauthorized access by third parties. Our security measures are continuously improved in line with technological developments.

8. Actuality and change of this privacy policy

This privacy policy is currently valid. If legal changes or changes to our homepage make this necessary, the data protection statement will be permanently updated.