

Ioana Ababei Psychologist
Vondelweg 80, 3031PW, Rotterdam, the Netherlands
connect@ioanaababei.com
+31626042735
KVK: 98643401
btw-id: NL005344683B32
IBAN: NL40BUNQ2169429565



Last updated: August 3, 2026

Terms & Conditions

These Terms & Conditions apply to all services between Ioana Ababei Psychologist and the client. By booking a session, the client agrees to these Terms & Conditions.

1. Legal Framework and Professional Qualifications

The psychologist holds a Master's degree in Clinical Psychology and operates independently, as a non-medical practitioner, under *Dutch law*. The psychologist's professional activity is aligned with high-quality standards and best practices:

- NIP Ethical Standards: Practice is guided by the principles of integrity and professional responsibility as set out in the [*Code of Ethics of the Dutch Association of Psychologists*](#).
- Data Protection (AVG/GDPR): The collection and storage of information are conducted in accordance with European and Dutch data protection regulations.
- Information and Consent: The counselling process is based on the principle of informed consent, providing the client with full clarity regarding methods and the working framework.
- Transparency and Quality: The psychologist ensures access to an independent complaint committee.

Educational Background

- Basic Psychotherapy Training, Integrative Psychotherapy: 2024 – 2026 Romanian Association of Integrative Psychotherapy, București, România
- Master of Science – MS, Clinical Psychology: 2024 – 2025 Utrecht University, Utrecht, the Netherlands
- Bachelor of Science – BS, Psychology: 2018 – 2021 University of Twente, Enschede, the Netherlands
- Minor – Professional Learning in Organisations: 2020 – 2021 University of Twente, Enschede, the Netherlands
- Bachelor Honours – Processes of Change: 2019 – 2020 University of Twente, Enschede, the Netherlands
- Bachelor's degree, Physical Therapy: 2014 – 2017 University of Medicine and Pharmacy "Iuliu Hațieganu" Cluj-Napoca, România

2. Services

Nature of the Service

The psychologist provides a supportive space for individual growth, offering sessions both in-person and online. Consultations are available in English and Romanian, typically lasting 50 minutes. The frequency and duration of the process are determined collaboratively, based on the client's unique goals and pace.

The practice focuses on counselling and holistic coaching, utilising psychological techniques to support personal development, emotional resilience, and self-awareness. The process may involve deep reflection, the processing of cognitive and emotional patterns, and the development of practical behavioural strategies to help clients navigate life's challenges.

Who the Psychologist Supports

These services are designed for adults seeking support with mild-to-moderate challenges or personal growth. The psychologist works best with individuals seeking a collaborative partnership who are ready to actively engage in their own journey of self-discovery.

Service Limits & Referrals

To ensure clients receive the most appropriate care for their specific needs, the following boundaries apply:

- **Specialised Care:** As these services are non-medical and focused on counselling/coaching, they are not suitable for individuals managing severe or chronic mental health conditions that require a multidisciplinary medical team or specialised psychotherapeutic or psychiatric intervention.
- **Scope of Practice:** If it becomes clear that a client's needs require expertise outside of the psychologist's specific training, or if a conflict of interest arises, this will be discussed transparently. Where possible, the psychologist will provide guidance toward more suitable resources.
- **Crisis Support:** This psychologist does not provide 24/7 crisis intervention or emergency services. In the event of an immediate mental health crisis or a situation involving a risk of harm, clients must reach out to the following resources immediately:
 - Their General Practitioner (Huisarts)
 - The Crisisdienst GGZ (Regional Crisis Service)
 - 112 (Emergency Services)
 - 113 (Suicide Prevention)

Ioana Ababei Psychologist
Vondelweg 80, 3031PW, Rotterdam, the Netherlands
connect@ioanaababei.com
+31626042735
KVK: 98643401
btw-id: NL005344683B32
IBAN: NL40BUNQ2169429565



3. Fees, Payment, Booking & Cancellation Policy

Fees

- Standard fee: €80 per session (including VAT)
- Reduced fee: €70 per session (including VAT). A limited number of reduced-fee sessions are available each month and may vary over time. The reduced-fee sessions are available for students, unemployed clients, single parents, and mothers on maternity leave.
- Fee adjustments: The psychologist reserves the right to adjust session fees periodically. Clients will be informed of any change at least 30 days in advance, and the new fee will apply to sessions taking place after the effective date.

Payment

- Booking Confirmation: Appointments are confirmed upon pre-payment via bank transfer at least 24 hours in advance. If payment is not confirmed, the slot will be automatically released for other clients.

Cancellations and Rescheduling

- Sessions can be cancelled or rescheduled at no cost if notice is given at least 24 hours in advance.
- Cancellations or rescheduling made less than 24 hours before the session, or "no-shows," are non-refundable. This policy is necessary because the time slot was reserved exclusively for the client and cannot be offered to another person on such short notice.
- **Reciprocity Clause:** If the psychologist cancels a session with less than 24 hours' notice, the following session will be provided free of charge.

4. Confidentiality

Professional Confidentiality

All information shared within the therapeutic relationship is treated with the highest level of professional secrecy. No information is shared with third parties without the client's explicit written consent, except where disclosure is required by law or in cases of serious, immediate risk of harm.

Safety & Mandatory Reporting

In accordance with professional ethical codes and Dutch law, the psychologist may be required to break confidentiality if there is an imminent risk of harm to the client or others, or in cases involving the suspicion of child abuse. In such instances, the psychologist will disclose only the minimum information necessary to ensure the safety of those involved.

5. Data Protection

Data Collection & Storage (GDPR/AVG)

The psychologist processes personal data and session notes in strict accordance with the General Data Protection Regulation (AVG/GDPR). These data are collected solely for professional and administrative purposes.

- **Access Control:** Access to client data is strictly limited to the psychologist and authorised secure processors (e.g., encrypted note-taking systems and secure email providers).
- **Retention Period:** In line with professional standards for counselling and coaching, records are securely retained for seven (7) years following the final contact, unless a different period is legally required or requested by the client within legal limits.

Security Measures

The psychologist employs rigorous technical measures to ensure the integrity and privacy of all client communications:

- **Secure Storage:** All session notes and personal details are stored in encrypted, password-protected systems that comply with European and Dutch privacy standards.
- **Virtual Security:** Online sessions are conducted via a protected digital environment utilising end-to-end encrypted video connections to ensure the privacy of the conversation.

Ioana Ababei Psychologist
Vondelweg 80, 3031PW, Rotterdam, the Netherlands
connect@ioanaababei.com
+31626042735
KVK: 98643401
btw-id: NL005344683B32
IBAN: NL40BUNQ2169429565



- Email Communication: Correspondence is managed through a GDPR-compliant email provider that utilises secure transmission protocols.

5. Client Commitments & Responsibilities

To ensure the effectiveness of the therapeutic process and the maintenance of a professional environment, the client is expected to:

Engagement & Communication

- Provide Transparent Information: Share accurate and relevant information to help the psychologist tailor the support to the client's specific needs.
- Active Participation: Engage openly with the process and feel empowered to ask questions or express concerns regarding treatment approaches or strategies.

Practical Arrangements

- Punctuality: Attend sessions on time. Please note that sessions cannot be extended beyond the scheduled time to accommodate late arrivals.
- Advance Payment: Complete payment for the scheduled session at least 48 hours in advance. This confirms the appointment and allows the psychologist to focus fully on the preparation.
- Cancellations & Rescheduling: Provide at least 48 hours' notice for any changes to an appointment. This timeframe allows the psychologist to offer the vacancy to other individuals seeking support.

Professional Boundaries & Safety

- Respectful Environment: Maintain a standard of mutual respect and professional boundaries throughout the duration of the therapeutic relationship.
- Privacy & Digital Security: Refrain from recording sessions without explicit prior permission and respect the psychologist's privacy by not seeking access to personal data or private life.
- Safety & Crisis Management: Acknowledge that this practice is not an emergency service. In the event of an acute safety risk or mental health crisis, the client is responsible for seeking immediate help via 112, their General Practitioner (huisarts), or the Huisartsenpost.

6. Liability

The psychologist maintains professional liability insurance in accordance with industry standards. The psychologist's liability is limited to the amount paid out by their professional liability insurance. While the psychologist is committed to providing high-quality care, the following limitations of liability apply:

- **Personal Responsibility & Autonomy:** The psychologist is not liable for the decisions, behaviours, or actions taken by the client based on reflections or information shared during sessions. The client remains at all times the sole authority over their own choices and personal actions.
- **Indirect or Consequential Damages:** To the extent permitted by law, the psychologist is not liable for indirect or consequential losses. This includes, but is not limited to, loss of income, missed opportunities, or other forms of secondary damage.
- **Technical & External Factors:** * **Online Consultations:** The psychologist is not liable for technical malfunctions, internet disruptions, or third-party platform limitations that may affect the quality or continuity of online sessions.
- **Unforeseen Unavailability:** The psychologist is not liable for temporary unavailability resulting from illness, *force majeure*, or other unforeseen circumstances. In such events, the psychologist will reschedule as soon as possible.

7. Complaints

Complaints are discussed first with the psychologist. If a resolution cannot be reached through dialogue, you have the right to contact an independent complaints officer (*klachtenfunctionaris*) in accordance with official Dutch mediation procedures. This psychologist is associated with [Erisietsmisgegaan.nl](https://erisietsmisgegaan.nl) Complaints Committee.

8. Intellectual Property

All materials, including documents and exercises provided during the sessions, remain the property of the psychologist and may not be reproduced or shared without permission.

9. Applicable Law

These Terms & Conditions are governed exclusively by Dutch law. Any disputes will be handled through Dutch legal procedures.

10. Amendments

The psychologist may update these Terms. The latest version is always available on request and online.