



POSITHEUS

Coaching & Guidance

Privacy Statement (GDPR)

Version 2.0 – Last update: July 2026

At Positheus, we attach great importance to your privacy and the protection of your personal data. When you use our services, visit our website or contact us, you entrust us with personal information. With this privacy statement, we explain what data we collect, why we do it, how we handle it and what rights you have.

We always process your personal data in accordance with the General Data Protection Regulation (GDPR) and the Belgian privacy legislation.

1. Data controller

Company	Positheus
Practice address	Hazeschransstraat 27, 2650 Edegem
Registered office	Drie Eikenstraat 347, 2650 Edegem
Company number / VAT	BE 0672.864.452
Website	https://positheus.be
Email	karen@positheus.be
Phone	+32 456 72 73 02

2. What personal data do we process?

Depending on the service, we process, among other things:

Identification data

- Name
- Address
- Date of birth
- Phone number
- Email address

Administrative data

- invoices

- Payment details
- Appointments
- Correspondence

Coaching details

If necessary for qualitative guidance, we also process:

- intake forms
- Requests for help
- coaching notes
- Personal goals
- progress within processes
- reports that are drawn up at your request

Health data

When necessary for the guidance, limited health data may be processed, such as:

- Diagnoses
- Relevant medical information
- Medication
- information about ongoing assistance

This data is only processed when it is necessary for the guidance or when you have given permission for this.

Website data

When you visit our website, technical data may be automatically processed, such as:

- IP address
- Browser type
- Device type
- Pages visited
- Cookies

3. Why do we process your data?

We only process personal data for clear purposes. These may include:

- Answering questions
- scheduling appointments
- Carrying out coaching programs
- providing training and workshops
- offering online coaching
- Offering online courses
- Delivering digital products
- processing orders via the webshop
- Drawing up invoices
- Statutory accounting obligations

- Improving our services
- sending newsletters (after consent)

4. Legal basis of the processing

Depending on the situation, we process personal data on the basis of:

- performance of a contract;
- your consent;
- legal obligations;
- legitimate interest.

Special personal data (such as health data) are only processed when this is necessary for the guidance or when you give explicit permission for this.

5. Minors

Positheus also accompanies minors. In the case of minors, we process personal data in accordance with Belgian regulations and take into account both the rights of the minor and the responsibility of the parent(s) or legal representative(s).

We strive for a relationship of trust with the minor, in which confidentiality is respected as much as possible without losing sight of safety.

6. Confidentiality

We treat everything that is discussed during the guidance confidentially. Personal data is never shared with third parties without the client's consent, except when:

- the law requires this;
- a court order requires it;
- seriously endangers the safety of the client or third parties;
- consultation is necessary within a care process and permission has been given for this or a legal exception applies.

7. Cooperation with other care providers

At the request of the client or, in the case of minors, within the applicable legal framework, Positheus can cooperate with:

- General practitioners
- Psychologists
- psychiatrists
- Schools
- CLB
- Hospitals
- Mobile Crisis Teams
- other care providers involved

Only information that is necessary for good cooperation is shared.

8. Retention periods

We never store personal data longer than necessary. Indicative retention periods:

- invoices: 7 years (legal obligation)
- client files: a maximum of 10 years after termination of the counselling, unless a longer retention period is required or justified by law
- Contact requests: maximum 2 years
- newsletters: until you unsubscribe
- Applications: maximum 1 year

9. Security

We take appropriate technical and organizational measures to protect your data against loss, misuse or unauthorized access. For this we use, among other things:

- Secure passwords
- Microsoft 365
- Secure devices
- Antivirus Software
- Limited access to personal data

10. Third-Party Service Providers

For certain services, Positheus works with carefully selected partners. Depending on the service, personal data may be processed via:

- Microsoft 365
- Google Meet
- WooCommerce
- PayPal
- Klarna
- MailPoet
- hosting provider
- accounting software

Processing agreements are concluded with these parties where required by law.

11. Newsletters

If you have given permission for this, you will receive our newsletter. You can unsubscribe at any time free of charge via the unsubscribe link at the bottom of each newsletter.

12. Your rights

You always have the right to:

- view your personal data;
- data to be improved;

- have data deleted (to the extent legally possible);
- restrict processing;
- object to certain processing operations;
- withdraw your consent;
- transfer your data.

You can contact us for this via karen@positheus.be. We will respond to your request within one month at the latest.

13. Complaints

If you believe that Positheus is not processing your personal data correctly, we ask you to contact us first. In addition, you always have the right to submit a complaint to:

Supervisor	Data Protection Authority (DPA)
Address	Rue de la Presse 35, 1000 Brussels
Website	https://www.gegevensbeschermingsautoriteit.be

14. Modifications

This privacy statement may be amended when our services or legislation change. The most recent version is always available on <https://positheus.be>.

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At Positheus, we believe that trust is the foundation of any guidance. That is why we treat your data with the same care, discretion and respect with which we also shape our coaching. If you have any questions about this privacy statement or about the way in which we handle your personal data, please feel free to contact us at karen@positheus.be.