

LEGAL NOTICE & PRIVACY POLICY

Last updated: 09/2026

1. Service Provider

Name: Lina Baumgärtner

Profession: General Health Psychologist (Psicóloga General Sanitaria, Spain)

Professional address: Calle Jardín de la Reina 10, 18006 Granada (one of my professional practice locations in Spain)

NIF/NIE: Y7544160J

Email: iluminaconlina@gmail.com

Telephone: 644125464

Professional association: Colegio Oficial de Psicología de Andalucía Oriental

Professional registration number: AO14394

My professional practice is established in Spain. The online psychological healthcare services offered through this website are provided by me from Spain.

2. Professional Qualifications

I hold a university degree in Psychology obtained in Spain and the official Spanish Master's Degree in General Health Psychology (*Máster Universitario en Psicología General Sanitaria*).

This official qualifying Master's degree provides access in Spain to the regulated healthcare profession of *Psicóloga General Sanitaria* (General Health Psychologist).

I am professionally qualified in Spain to provide psychological healthcare services within the professional scope established for General Health Psychologists under Spanish law.

My professional qualifications were obtained in Spain and should not be interpreted as representing a licence, registration or protected professional title issued by another country.

3. Nature of the Services

The services offered consist of psychological healthcare provided online.

The suitability of online psychological treatment is assessed according to the individual circumstances of each patient.

Online psychological treatment is not a substitute for medical, psychiatric or psychological emergency services.

If there is an immediate risk of harm to yourself or another person, you should contact the emergency services available at your physical location.

4. Online Psychological Treatment from Spain

My professional practice is established in Spain.

Patients may participate while located in Spain or in another country.

The professional services are provided from Spain and are subject to the Spanish legislation applicable to my professional and healthcare activity.

5. Cross-Border Telemedicine within the European Union

Under Article 3(d) of Directive 2011/24/EU on patients' rights in cross-border healthcare, in the case of healthcare provided through telemedicine, healthcare is considered to be provided in the Member State where the healthcare provider is established.

The Court of Justice of the European Union addressed cross-border healthcare provided through telemedicine in its Judgment of 11 September 2025, Case C-115/24, *UJ v Österreichische Zahnärztekammer*, ECLI:EU:C:2025:694.

My professional practice is established in Spain and the online services offered through this website are provided within the scope of my professional activity established in Spain.

This information is provided for transparency regarding the legal framework applicable to the provision of online healthcare services from Spain.

6. Patients Located Outside Spain

Patients located outside Spain may be asked to provide their country of residence and, where reasonably necessary, their physical location during an online session.

This information may be necessary to assess whether online treatment is appropriate and to respond appropriately in an emergency.

7. Private Treatment and Payment

Treatment is provided on a private-pay basis.

Payments may be made by bank transfer, Bizum or PayPal.

Reimbursement by public healthcare systems or private health insurers cannot be guaranteed. Patients wishing to claim reimbursement should check the relevant requirements directly with their insurer.

PRIVACY POLICY

8. Data Controller

Lina Baumgärtner

General Health Psychologist (*Psicóloga General Sanitaria*)

Calle Jardín de la Reina 10,

18006 Granada, Spain

(one of my professional practice locations in Spain)

Email: iluminaconlina@gmail.com

Telephone: 644125464

9. Healthcare Qualification and Health Data

I hold a university degree in Psychology and the official Spanish Master's Degree in General Health Psychology (*Máster Universitario en Psicología General Sanitaria*).

This qualifying Master's degree provides access in Spain to the regulated healthcare profession of *Psicóloga General Sanitaria*.

Providing psychological healthcare may require the processing of information concerning a patient's psychological and, where relevant, physical health.

Health data constitute a special category of personal data under Article 9 GDPR and are therefore subject to enhanced protection.

I am subject to the legal and professional duties of confidentiality applicable to my healthcare practice in Spain.

10. Personal Data and Purposes

Depending on the professional relationship, I may process identification and contact details, date of birth, country of residence and, where necessary, physical location during a session, appointment and communication information, billing and payment information, information required for psychological assessment and treatment, health data, clinical records and professional progress/session notes.

These data may be processed to:

- respond to enquiries and requests for information;
- manage appointments and initial contacts;
- provide psychological assessment and treatment;
- monitor therapeutic progress;
- create and maintain clinical documentation;
- manage payments and billing;
- comply with healthcare, professional, tax and legal obligations; and
- maintain information security.

Clinical information will not be used for commercial purposes incompatible with the healthcare relationship.

Contact Form

If you use the contact form on this website, the information provided will be processed to respond to your request, manage initial contact and, where appropriate, facilitate access to psychological services.

Please do not include unnecessary health or other particularly sensitive information in the contact form.

Providing the requested information may be necessary in order to respond to your enquiry or provide the requested service.

Recipients of Personal Data

Personal data may be shared, where necessary, with technology and professional service providers acting on my behalf under appropriate data protection arrangements.

Data may also be disclosed to financial institutions, accounting or professional advisers, public authorities or other recipients where necessary for payment processing, invoicing, taxation, legal obligations or other legally permitted purposes.

Personal data will not be sold or shared with third parties for commercial purposes unrelated to the professional relationship.

Automated Decision-Making

Personal data are not used to make individual automated decisions, including profiling, that produce legal effects or similarly significant effects on individuals.

11. Legal Basis

Personal data are processed in accordance with the GDPR and applicable Spanish data protection and healthcare legislation.

Depending on the purpose of the processing, the legal basis may include responding to enquiries, managing the professional relationship, providing healthcare, complying with legal, tax, accounting or professional obligations, maintaining security, and consent where legally required.

Where processing health data is necessary for psychological assessment, healthcare or treatment, Article 9(2)(h) GDPR, together with applicable Spanish law, may provide the relevant legal basis.

Consent to receive psychological treatment should be distinguished from the legal basis under data protection law for processing personal data necessary to provide healthcare.

Where a specific processing activity requires consent under the GDPR, that consent will be obtained separately.

12. Website and Hosting – Wix

This website has been created and is hosted using Wix.

Wix may process certain technical and personal data required to provide hosting, operation, security and other website functionality.

Where Wix processes personal data on my behalf, such processing is subject to the applicable data processing arrangements.

Processing by Wix or its service providers may involve international data transfers. Where the GDPR applies, such transfers must be carried out using the mechanisms and safeguards provided for under applicable data protection legislation.

13. Email – Gmail

Gmail, a service provided by Google, is used for enquiries, appointment management and necessary administrative or professional communications.

Patients are advised not to send unnecessary particularly sensitive health information by email.

14. WhatsApp – Administrative Purposes Only

WhatsApp is used exclusively for administrative and organisational communications.

Its use is limited primarily to initial contact, arranging appointments, appointment confirmations, rescheduling or cancellations and other organisational matters.

WhatsApp is not used to provide psychological treatment, psychological assessment, therapeutic follow-up or for the routine exchange of clinical information or healthcare documentation.

Patients are specifically requested not to send psychological or medical reports, detailed descriptions of symptoms, clinical records or other sensitive health information through WhatsApp.

WhatsApp is not an emergency or crisis service.

15. Online Sessions – Google Meet

Online psychological sessions are conducted using Google Meet, a service provided by Google.

Google Meet is used to provide audiovisual communication between the patient and me during the session.

Sessions are not recorded by me.

Any recording would require prior information to the patient and an appropriate legal basis and, where required, authorisation.

Patients are encouraged to participate from a private location and use an appropriate device and internet connection to reasonably protect the confidentiality of the session.

16. Clinical Records and Healthcare Documentation

Clinical documentation and professional notes required for the provision and follow-up of psychological care are managed and stored using appropriate systems designed to maintain confidentiality, integrity and availability.

Access to clinical documentation is restricted to appropriately authorised persons.

Clinical documentation will be retained in accordance with the applicable legal requirements and appropriate technical and organisational security measures will be applied.

17. Confidentiality and Professional Secrecy

All information obtained within the healthcare relationship will be treated confidentially.

Clinical information will not be disclosed to family members, employers or other third parties unless authorised by the patient or where there is an applicable legal obligation or lawful basis permitting or requiring disclosure.

18. Retention of Clinical Documentation

Clinical and healthcare documentation will be retained in accordance with the statutory retention requirements applicable to my healthcare practice in Spain.

As a general rule, clinical documentation will be retained for a minimum period of five years from the end of the relevant healthcare process, without prejudice to longer retention periods that may apply under applicable law.

A request for erasure does not necessarily result in the immediate deletion of clinical documentation where applicable law requires such documentation to be retained.

Measures will be taken to maintain the availability, integrity and preservation of required documentation throughout the applicable retention period.

19. Payments

Payments may be made by bank transfer, Bizum or PayPal.

The financial institutions and payment service providers involved process the information necessary to carry out the transaction in accordance with their legal obligations and applicable privacy policies.

I process the payment information necessary to identify payments, manage the professional relationship, issue invoices and comply with accounting, tax and legal obligations.

Patients are requested not to include diagnoses, reasons for treatment or other health information in payment references or descriptions.

20. Services Used

Website and hosting: Wix

Email: Google – Gmail

Online sessions: Google – Google Meet

Administrative communications: WhatsApp

Payments: Bank transfer, Bizum and PayPal

The services used may be updated from time to time where necessary for the provision and management of the professional activity.

21. International Data Transfers

The use of certain technology providers may involve international transfers of personal data.

Where the GDPR applies, such transfers will take place in accordance with the mechanisms and safeguards permitted under applicable data protection legislation.

22. Data Security

Given the particularly sensitive nature of health data, appropriate technical and organisational measures will be implemented to protect personal data against destruction, loss, alteration, unauthorised disclosure or unauthorised access.

Systems used for professional activities will be protected using appropriate authentication and security measures.

23. Your Rights

Subject to applicable legal requirements, individuals may exercise their rights of access, rectification, erasure, restriction of processing, objection and data portability, as well as withdrawal of consent where the relevant processing is based on consent.

Requests may be submitted to:

iluminaconlina@gmail.com

The right to erasure may be restricted where clinical documentation must be retained pursuant to a legal obligation.

Individuals also have the right to lodge a complaint with the competent data protection supervisory authority.

24. Cookies

The website is operated using Wix and may use technically necessary cookies and similar technologies required for its operation, security and functionality.

Analytics, advertising, marketing or other non-essential cookies will only be used in accordance with applicable legal requirements and, where required, after obtaining the user's consent.

Users may manage their preferences through the applicable cookie banner or settings panel.

25. Updates

Last updated: 09/2026

This information may be updated to reflect changes in legislation, professional requirements, technology, the services used or the manner in which personal data are processed.