

## 1. Nature of the Activity

JL ArjenApuri provides **hobby-based, low-threshold everyday support**.

The activity is **not a business, not an official service**, and **does not replace public services, healthcare, or statutory support**.

The purpose of the activity is to:

- support everyday life
- provide companionship and presence
- help clarify practical matters

The activity is based on **trust, voluntariness, clarity, and transparency**.

## 2. Scope of Support

JL ArjenApuri may provide assistance with, for example:

- everyday errands and accompaniment
- digital matters and device support
- reviewing letters, documents, and paperwork
- home organization and light cleaning
- companionship and presence in daily situations

All support:

- is agreed **case by case**
- is based on **prior agreement**
- does **not** include medical care, nursing, or legal decision-making

## 3. What JL ArjenApuri Is Not

JL ArjenApuri is **not**:

- an authority or public service
- a healthcare professional
- a legal guardian or trustee
- an official personal assistance service as defined by law
- a care or home care service
- a business entity

JL ArjenApuri does **not**:

- make diagnoses
- make official assessments or decisions
- take responsibility for authority decisions

## 4. Payments and Pricing

- Any fees are **always agreed in advance**.
- Assistance provided at association, service center, or community premises is **free of charge**, unless otherwise agreed.
- Home visit payments are made **directly to JL ArjenApuri**, not to associations or third parties.
- Pricing is based on **agreed packages or overall arrangements**, not automatic hourly billing.

## 5. Personal Data and Privacy

JL ArjenApuri follows a **data minimization principle**:

- no personal identity numbers are collected
- no customer register is maintained
- personal information is not shared with third parties

Email addresses:

- are collected **only upon request**
- are used **solely for updates and notifications**
- are not used for marketing

## 6. Identity Verification

JL ArjenApuri personnel carry an **ID card** containing:

- name
- personal photo
- JL ArjenApuri logo

Customers may always request to see the ID card to verify identity.

## 7. Safety and Boundaries

JL ArjenApuri provides support only in situations that:

- are safe
- fit the nature of the activity
- do not exceed personal capacity or competence

JL ArjenApuri reserves the right to:

- refuse or discontinue a task
- cancel a visit if a situation feels unsafe

- limit the scope of assistance

## 8. Limitation of Responsibility

JL ArjenApuri is not responsible for:

- authority decisions or outcomes
- actions of third parties
- situations beyond the agreed scope of support

The purpose of the assistance is to support and accompany, **not to take responsibility for the client's life situation.**

## 9. Changes

JL ArjenApuri reserves the right to:

- update these terms and conditions
- adjust operating practices
- change service hours or procedures

Up-to-date information is published on the website or sent by email to those who have requested updates.

## GENERAL CONFIDENTIALITY PRINCIPLE

Confidentiality from 1 March 2026

JL Everyday Helper commits to keeping confidential all client matters, information, and discussions that arise during the service.

This includes, for example:

- personal information
- health-related matters
- financial information
- family situation
- documents and letters
- anything seen or heard in the client's home

Information will not be shared with third parties without the client's consent.

Confidentiality begins when the service starts and continues even after the client relationship ends.

Exception: Information may only be disclosed if required by law or in case of immediate safety risk.

