

TERMS OF USE, RULES, CONFIDENTIALITY

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.

CONFIDENTIALITY AGREEMENT

Confidentiality from 09.04.2026

- Strict and absolute confidentiality
- JL EverydayHelper is committed to strict, unbreakable confidentiality in all client situations.
- All client-related information is confidential, regardless of its form or how it is obtained.

This includes:

- spoken, written and digital information
- documents, messages and identifying details
- observations from the client's home, situation or life
- everything seen, heard or handled during the service

Full data protection

JL ArjenApuri:

- does not collect personal identity numbers
- does not maintain a client register
- does not store information without explicit consent
- does not copy, record or share information

Information is never:

shared, sold, disclosed, processed with third parties

Absolute confidentiality

- No discussions about clients with outsiders under any circumstances
- No use of client information, even anonymously, without valid reason
- All interactions remain strictly between the client and JL ArjenApuri

Duration

Confidentiality:

- begins at first contact, continues throughout the service
- remains in effect permanently after the service ends

Exceptions

Information may only be disclosed if:

- required by law, there is an immediate and serious safety risk

Principle

The client can:

Speak openly, share documents

ask for help without any risk of information being disclosed

Breach

Any breach of confidentiality will result in:

- immediate termination of cooperation
- possible further actions depending on the severity