

Maison Sovrène®

by Daniëlla Eikmans

GENERAL TERMS AND CONDITIONS

Version 2026.1 · Beuningen, the Netherlands

ARTICLE 1. DEFINITIONS

1.1 Maison Sovrène®: Maison Sovrène is a trade name of Daniëlla Eikmans, registered in the Dutch Commercial Register (Kamer van Koophandel) under number 52207382, with its registered office at Lagunesingel 110, 6642 EC Beuningen, the Netherlands. VAT number: NL001211885B79, IBAN: NL18RABO0108666212 (hereinafter: 'Maison Sovrène®' or 'we').

1.2 Client: The natural or legal person who enters into an Agreement with Maison Sovrène® and makes use of our services in that capacity. Our services are primarily aimed at female entrepreneurs and high-achieving professionals.

1.3 Agreement: Any arrangement relating to the provision of Services and/or Digital Products, as set out in writing or electronically in a Client Agreement, quote, order confirmation or invoice, signed or accepted by the Client.

1.4 Services: All services to be provided by Maison Sovrène®, including but not limited to: Identity Engineering, energetics guidance, biofeedback analyses, advisory, mentorship, guidance, workshops, masterclasses, events, retreats and related programmes.

1.5 Digital Products: Online content, videos, courses, workbooks, templates and access to digital environments such as 'The Huddle', whether or not delivered via third-party platforms.

1.6 Biometric Data: Physiological measurement data collected and shared by the Client via wearables, apps or other devices (including but not limited to: heart coherence, HRV, sleep data, skin conductance), as part of the biofeedback component of our Services.

1.7 Special Categories of Personal Data: Personal data as referred to in Article 9 of the General Data Protection Regulation (GDPR), including health data. Biometric Data is classified as a special category of personal data.

1.8 Sovrène Signal™: The biofeedback dashboard and associated analytical methodology developed by Maison Sovrène®, within which Biometric Data is interpreted for the purposes of guidance.

1.9 Sovrène Oracle™: The AI-driven micro-guidance module used by Maison Sovrène® as a supporting tool within its Services.

ARTICLE 2. APPLICABILITY

2.1 These General Terms and Conditions apply to all offers, quotations, Agreements, amendments, renewals and activities of Maison Sovrène®, unless expressly agreed otherwise in writing.

2.2 Any purchasing or other conditions of the Client are not applicable and are expressly rejected.

2.3 Maison Sovrène® reserves the right to amend these General Terms and Conditions. Amendments will be communicated to the Client in writing or by email at least 30 days before they take effect. If an amendment constitutes a material deterioration of the Client's legal position, the Client has the right to object in writing within 14 days of notification, after which the parties will enter into consultation.

2.4 If any provision of these General Terms and Conditions proves to be void or voidable, this shall not affect the validity of the remaining provisions. The parties shall replace the void or voidable provision with a provision that reflects the intent of the original clause as closely as possible.

ARTICLE 3. OFFERS, ACCEPTANCE & PRICING

3.1 All offers and quotations from Maison Sovrène® are non-binding, unless the offer expressly states an acceptance period.

3.2 The Agreement is concluded at the moment that: (a) the Client has signed the Client Agreement, (b) the Client has made a (down) payment, or (c) Maison Sovrène® has confirmed the engagement in writing, whichever occurs first.

3.3 All prices quoted by Maison Sovrène® are in euros and exclusive of VAT and other government levies, unless expressly stated otherwise. Any travel, accommodation or material costs will be charged separately, unless stated otherwise.

3.4 Maison Sovrène® is not bound by any obvious error or typographical mistake in quotations, price indications or other communications.

3.5 Maison Sovrène® reserves the right to adjust its rates annually in line with the Dutch Consumer Price Index (CBS) or by a maximum of 10%, with the Client being informed at least 30 days in advance.

ARTICLE 4. PERFORMANCE OF THE AGREEMENT

4.1 Maison Sovrène® shall perform the Services to the best of its knowledge, ability and craftsmanship, in accordance with the standards regarded as professional and adequate within its field. The Services constitute a best-efforts obligation, not an obligation to achieve a specific result.

4.2 Maison Sovrène® determines the manner in which the Services are performed. Maison Sovrène® has the right to have certain work carried out by third parties, subject to confidentiality obligations.

4.3 The Client is required to provide all information and cooperation that Maison Sovrène® reasonably needs for the performance of the Agreement, including accurate personal details, timely responses and active participation.

4.4 The Client shall conduct herself respectfully towards Maison Sovrène®, its staff and any other participants. In the event of inappropriate behaviour, intimidation or breach of house rules, Maison Sovrène® is entitled to immediately deny the Client access without any obligation to provide a refund.

4.5 Maison Sovrène® is entitled to suspend performance if the Client fails to meet her obligations, including payment obligations.

ARTICLE 5. BIOFEEDBACK & BIOMETRIC DATA (SOVRÈNE SIGNAL™)

5.1 Nature and purpose of the biofeedback component

Within certain Services, Maison Sovrène® uses the Sovrène Signal™ methodology, through which the Client collects physiological measurement data (Biometric Data) via hardware and/or third-party applications purchased by the Client herself (such as Oura or similar wearables). The analysis of this data is solely aimed at optimising personal effectiveness, energy management and decision-making capacity. The analyses are intended purely as supporting insights and do not constitute medical advice, diagnosis or treatment under any circumstances.

5.2 Ownership and control of data

The Client retains ownership of her Biometric Data and the data collected via third-party hardware and platforms at all times. Maison Sovrène® processes only the data that the Client actively and consciously shares for the purposes of guidance. The Client has the right to withdraw her consent at any time, with the understanding that analyses already completed cannot be undone.

5.3 Legal basis for processing (GDPR)

Biometric Data and health-related data are classified as special categories of personal data within the meaning of Article 9 GDPR. Processing of this data by Maison Sovrène® takes place exclusively on the basis of the Client's explicit consent (Article 9(2)(a) GDPR), which consent is recorded in the Client Agreement. The Client is entitled to withdraw this consent at any time; withdrawal has no retroactive effect.

5.4 Retention period and security

Maison Sovrène® retains Biometric Data no longer than strictly necessary for the performance of the Services, with a maximum of 12 months after the end of the Agreement, unless a longer retention period is required by law or regulation. Maison Sovrène® implements appropriate technical and organisational security measures to protect the data processed.

5.5 Use of third-party platforms

The Client is solely responsible for the purchase and use of third-party hardware and applications, as well as for compliance with the terms of use and privacy policies of those third parties. Maison Sovrène® accepts no liability for data breaches or errors arising from third-party systems or processing.

5.6 Lite option: partial data sharing

If the Client chooses not to share certain Biometric Data (the 'Lite option'), she acknowledges that the depth of the biofeedback guidance will be correspondingly more limited. This does not entitle the Client to a refund or price reduction, provided the Client has been informed of this consequence prior to choosing the Lite option.

Express disclaimer: the biofeedback analyses of Maison Sovrène® are intended solely to support personal and professional development and are not a substitute for medical, psychiatric or psychological advice or treatment. The Client is always advised to consult a qualified healthcare professional for any health-related concerns.

ARTICLE 6. AI-DRIVEN GUIDANCE (SOVRÈNE ORACLE™)

6.1 Sovrène Oracle™ is an AI module deployed by Maison Sovrène® as a supporting tool within the Services. The output of this system is supportive and exploratory in nature and shall never replace the professional judgement of Maison Sovrène® or any other professional advice.

6.2 Maison Sovrène® makes no warranties regarding the accuracy, completeness or suitability of AI-generated outputs for any specific purpose. Algorithmic output should be critically assessed by the Client.

6.3 The Client remains fully and personally responsible for any decisions she makes based on or as a result of AI output. Use of Sovrène Oracle™ is entirely at the Client's own risk.

6.4 In the context of Sovrène Oracle™, Maison Sovrène® processes only the data that the Client actively inputs or shares. The provisions of Article 10 (Privacy & GDPR) apply in full to the processing of personal data via AI systems.

ARTICLE 7. INTELLECTUAL PROPERTY & PENALTY CLAUSE

7.1 All intellectual property rights – including copyrights, trade mark rights, database rights and rights to know-how – relating to the Services, Digital Products, methodologies, the Sovrène Signal™ dashboard, Sovrène Oracle™, course materials, videos, templates and all other materials developed by Maison Sovrène®, are vested exclusively in the holding company of Maison Sovrène® (or its successors in title).

7.2 The Client is granted a strictly personal, non-transferable and non-sublicensable right to use the materials for the duration of the Agreement and solely for her own use. This right is strictly personal.

7.3 The Client is expressly prohibited from:

- sharing access credentials with third parties or allowing third parties to use her account;
- reproducing, publishing, forwarding or otherwise making available materials, in whole or in part, to third parties;
- using the methodologies, concepts or working methods of Maison Sovrène® commercially in her own or third-party services;
- recording sessions, events or digital content without the prior written consent of Maison Sovrène®.

7.4 Any breach of this Article entitles Maison Sovrène® to an immediately payable penalty of € 50,000 (fifty thousand euros) per breach and € 5,000 per day that the breach continues, without prejudice to Maison Sovrène®'s right to claim full damages if the actual loss exceeds the penalty. The court is authorised to reduce the penalty if its application would be unacceptable by standards of reasonableness and fairness in the given circumstances.

ARTICLE 8. ONLINE SERVICES & EVENTS

8.1 Maison Sovrène® endeavours to ensure reliable and continuous availability of its online environments, but cannot guarantee uninterrupted availability given that the services depend in part on third-party infrastructure and platforms. Temporary outages or limitations do not entitle the Client to a price reduction, unless a prolonged and demonstrable unavailability attributable to Maison Sovrène® has occurred.

8.2 Access to Digital Products and online environments is strictly personal and terminates by operation of law upon the end of the Agreement.

8.3 Individual sessions may be rescheduled up to 24 hours before the scheduled start time. Cancellation or rescheduling within 24 hours results in forfeiture of the session without any right to compensation or refund.

8.4 Group sessions (online or in person) cannot be cancelled with a right to a refund. Absence does not entitle the Client to a replacement session.

8.5 Maison Sovrène® reserves the right to reschedule sessions or change the format in cases of force majeure as referred to in Article 14, without financial consequences for Maison Sovrène®.

ARTICLE 9. INVOICING & PAYMENT

9.1 Payment shall be made in accordance with the payment method and terms set out in the Agreement. In the absence of a specific arrangement, payment shall be made in advance within 14 days of the invoice date.

9.2 In the event of late payment, the Client shall be in default by operation of law without any notice of default being required. Maison Sovrène® is in that case entitled to:

- charge the statutory commercial interest rate (Article 6:119a of the Dutch Civil Code) from the due date;
- claim extrajudicial collection costs in accordance with the Dutch Act on Standardisation of Extrajudicial Collection Costs (Wet normering buitengerechtelijke incassokosten);
- immediately suspend or terminate performance of all Services and access to digital environments.

9.3 Set-off, suspension or withholding by the Client on any grounds whatsoever is not permitted.

9.4 Amounts already paid for future services will not be refunded upon early termination by the Client, unless expressly agreed otherwise in writing.

ARTICLE 10. PRIVACY & GDPR

10.1 Maison Sovrène® processes the Client's personal data in accordance with the General Data Protection Regulation (GDPR) and the Dutch Implementation Act (UAVG). The legal basis for processing ordinary personal data is the performance of the Agreement (Article 6(1)(b) GDPR).

10.2 The processing of special categories of personal data, including Biometric Data as described in Articles 1.6 and 1.7, requires the Client's explicit consent (Article 9(2)(a) GDPR). This consent is recorded in the Client Agreement and may be withdrawn at any time, without affecting the lawfulness of processing prior to withdrawal.

10.3 The Client has the right of access, rectification, erasure, restriction of processing, data portability and the right to object. Requests may be submitted via the contact address of Maison Sovrène® and will be handled within the statutory period of one month.

10.4 Maison Sovrène® does not share personal data with third parties unless this is necessary for the performance of the Agreement, Maison Sovrène® is legally required to do so, or the Client has given explicit consent. Processors acting on behalf of Maison Sovrène® are bound by a data processing agreement.

10.5 Maison Sovrène® implements appropriate technical and organisational measures to protect personal data against unauthorised access, loss or destruction. In the event of a notifiable data breach, Maison Sovrène® will comply with its statutory reporting obligations.

10.6 The full privacy policy of Maison Sovrène® is published on its website and forms part of the contractual relationship with the Client.

ARTICLE 11. CONFIDENTIALITY

11.1 Both parties are obliged to maintain strict confidentiality regarding all confidential information they receive from or become aware of in connection with the Agreement. Confidential information includes in any case: Biometric Data, personal and business information, business strategies, methodologies, pricing information and the content of individual sessions.

11.2 The confidentiality obligation does not apply to information that: (a) was already publicly available at the time of receipt, (b) becomes publicly available without breach of this obligation, or (c) must be disclosed pursuant to a statutory obligation.

11.3 The confidentiality obligation applies for the duration of the Agreement and for a period of 5 years after its termination.

11.4 The Client shall refrain from publishing or disclosing the content of sessions, personal insights or methodologies of Maison Sovrène®, including via social media or in any other digital or analogue form.

ARTICLE 12. NON-SOLICITATION

12.1 During the term of the Agreement and for a period of 12 months following its termination, the Client is not permitted to approach employees, facilitators or other individuals associated with Maison Sovrène® with a view to entering into an employment or service contract, or to inducing them to terminate their relationship with Maison Sovrène®, without the prior written consent of Maison Sovrène®.

12.2 Any breach of this Article entitles Maison Sovrène® to an immediately payable penalty of € 25,000 per breach.

ARTICLE 13. LIABILITY

13.1 Maison Sovrène® is solely liable for direct damages that are the direct and demonstrable result of an attributable failure in the performance of the Agreement.

13.2 Liability of Maison Sovrène® for indirect damages — including consequential loss, loss of profit, missed savings, loss of goodwill or business loss — is expressly excluded.

13.3 Maison Sovrène®'s total liability is limited to the total amount invoiced to the Client in the 6 months preceding the event giving rise to the damage (excluding VAT), with an absolute maximum of € 10,000.

13.4 The limitation of liability does not apply in cases of intent or wilful recklessness on the part of Maison Sovrène® or its management.

13.5 Any claim for damages lapses 12 months after the date on which the Client became aware or could reasonably have become aware of the damage and the party responsible for it.

13.6 Maison Sovrène® is not liable for damages arising from: (a) incorrect or incomplete information provided by the Client, (b) decisions made on the basis of biofeedback analyses or AI output, (c) outages or errors in third-party systems or platforms, or (d) use of the Services in breach of the Agreement or these Terms and Conditions.

ARTICLE 14. FORCE MAJEURE

14.1 Maison Sovrène® is not obliged to fulfil any obligation if and for as long as it is prevented from doing so as a result of force majeure within the meaning of Article 6:75 of the Dutch Civil Code.

14.2 Force majeure includes in any case: serious illness or incapacity of Daniëlla Eikmans or another key person, internet outages, cyber attacks, failure of external software or communication platforms, government measures, pandemics and other circumstances outside the risk sphere of Maison Sovrène®.

14.3 In the event of force majeure, Maison Sovrène® is entitled to suspend the Agreement for the duration of the force majeure situation. If the force majeure situation lasts longer than 60 days, both parties have the right to terminate the Agreement in writing without any obligation to pay damages. In that case, Maison Sovrène® shall refund amounts already paid on a pro rata basis for Services not yet delivered.

ARTICLE 15. DURATION & TERMINATION

15.1 The Agreement commences on the date stated in the Client Agreement and has the duration specified therein. Early termination by the Client is not possible, unless otherwise agreed in writing.

15.2 Maison Sovrène® is entitled to terminate the Agreement with immediate effect in writing if the Client: (a) is declared bankrupt or applies for a suspension of payments, (b) breaches a material provision of the Agreement or these Terms and Conditions and fails to remedy that breach after written notice, or (c) engages in conduct that damages the name or reputation of Maison Sovrène®.

15.3 Upon termination of the Agreement, on whatever grounds, the Client's right to use Digital Products and access online environments ceases immediately.

ARTICLE 16. GOVERNING LAW & DISPUTES

16.1 All legal relationships between Maison Sovrène® and the Client are governed exclusively by Dutch law, to the exclusion of the Vienna Convention on Contracts for the International Sale of Goods (CISG).

16.2 Disputes arising from or in connection with the Agreement or these Terms and Conditions shall in the first instance be resolved through amicable consultation. If the parties fail to reach a resolution, disputes shall be submitted exclusively to the competent court of the District Court of Gelderland, Arnhem location.