

The Dutch Council for Refugees and your personal information



MORE INFORMATION

If you have any questions or want further information, you can contact our office or head office in Groningen, address: Friesestraatweg 191-3, 9743 AC and telephone number: 050-5757290

The staff at the Dutch Council for Refugees do their best to help and support their clients in the best possible way. Your personal information needs to be registered to ensure a good standard of service. Of course, it is also important that **your privacy** is protected at the same time by handling your confidential data with care.

This leaflet explains everything about the way in which we register and **handle your data**.

Registration

When does registration start?

When you come to the Dutch Council for Refugees for the first time you will receive this leaflet. One of our staff members will give you a short explanation of our privacy policy. We then register your personal information according to the rules laid down by the government*. That means we need your consent for the registration of your data and before we pass it on to other people or organisations. For civic integration, for instance, we give your data to DUO (the Education Executive Agency) or we exchange data with the municipality when we are looking for housing. That is the reason why we ask you to sign a form giving your consent. This form is available in a number of languages.

What do we register?

We need such personal data as your name and surname, your date of birth, V-number or CSN number, home address etc. from you as our client. We also keep information in your file concerning the account of your flight and any information that is necessary to inform you about procedures, such as legal procedures. We store your personal information in a digital file. Sometimes a paper file is also available at a centre.

* This refers to the guidelines of the supervisor, the Data Protection Authority (DPA); <https://autoriteitpersoonsgegevens.nl/en> and the Personal Data Protection Act [Wet bescherming persoonsgegevens (Wbp)]

Why do we register?

Registering data is necessary for you and for us. We can only help and support you if all the necessary information is stored in your file (digital and paper). Sometimes, registration is necessary so we can explain our help and support to finance providers, such as a municipality.

Protecting privacy

How do we protect your privacy?

The files, including digital files, are protected: only staff of the Dutch Council for Refugees have access to the file system. And arrangements are in place on who can consult your data. In addition, all our staff members have an obligation of confidentiality.

My file

You have the right to examine your own file; you can ask one of the staff members of the Dutch Council for Refugees for help.

Can I change anything in my file?

The data in the file must be correct. Do you think that this data is factually incorrect or not important? Ask the staff member to correct, supplement or remove this data.

Can I have my data deleted?

You can ask the staff member to delete all or some of the data in your file. But it may also be the case that the Dutch Council for Refugees is obliged by law to keep all or part of your data.

How long will my file be kept?

We keep your data, including digital data, for a minimum of seven years** after your last contact with us. If you also have a paper file, you can come and collect it from us. If you do not do so, we ensure that your file is kept safe and secure. In this way, your data is not lost and is kept out of the hands of people who have no concern with your data.

(** 10 years if this is necessary for the financing of any subsidies)

