



The Processing of Your Personal Data

How does Veilig Thuis Utrecht handle personal data in your file? What rights do you have?

Children, adults and professionals can turn to us for advice or to report (suspicions of) domestic violence, neglect, abuse, or human trafficking - whether for yourself or if you are concerned about someone else.

Veilig Thuis Utrecht has a societal mission to protect residents by investigating reports of domestic violence, child abuse, elder abuse, and human trafficking. Veilig Thuis Utrecht is authorized to process your personal data for this purpose.

What personal data does Veilig Thuis process?

Veilig Thuis Utrecht stores personal data of you and those involved in a file. The file contains personal information such as name, address, date of birth, and citizen service number (BSN). It also includes information that Veilig Thuis Utrecht has received or collected. The file contains sensitive information, and we handle this data with care. Employees are bound by confidentiality, and your data cannot be accessed or viewed by others without proper authorization.

Why does Veilig Thuis Utrecht process personal data?

We use your personal data to get a clear picture of your situation. This is necessary to ensure that you and/or your family receive the right support.

Who has access to my personal data?

Employees of Veilig Thuis Utrecht involved in a report or follow-up steps have access to your file. Secretaries also have access so they can, for example, send you mail on behalf of the Veilig Thuis Utrecht employee.

Supervisors also have access to your file. This is necessary for quality controls or mediation in case of complaints. Sometimes, they may access the files for investigation in the event of an incident or calamity.

Additionally, other organizations may have access to your file. This includes:

- Universities and higher education institutions for research related to the work of Veilig Thuis Utrecht. Your data will be anonymized for such research.
- The accountant and a quality auditor for financial and quality controls. They may access the files for this purpose.
- The Healthcare and Youth Inspectorate: if they conduct an investigation within Veilig Thuis Utrecht, we are obligated to cooperate, including granting access to the files.

Everyone with access to your file is bound by confidentiality. They must also possess a Certificate of Good Conduct (Verklaring Omtrent Gedrag, VOG). Confidentiality means that they must handle the information from your file confidentially and cannot discuss it with others without proper authorization.

With whom does Veilig Thuis Utrecht share personal data?

Veilig Thuis Utrecht may, without your consent, provide or request data from caregivers or institutions during an investigation following a report. Veilig Thuis Utrecht may request information from schools, general practitioners, or home care, for example. Veilig Thuis Utrecht also shares personal data (only name, address, place of residence, citizen service number, and type of guidance) with municipalities for the financial accountability of the services provided by Veilig Thuis Utrecht. For an overview of the institutions with which we may share personal data, refer to the privacy statement at www.veiligthuisutrecht.nl.

In all other cases, Veilig Thuis Utrecht may not share your personal data with others or request data about you without your consent, except when it does not harm the privacy of others.

How long will my personal data be retained?

Veilig Thuis Utrecht is legally obliged to keep the personal data from your file or your child's file for at least 20 years after the file has been closed. After that, Veilig Thuis Utrecht will destroy the file.

What are your rights?

You have the right to access your file. You can only view data about yourself and about a child under 16 for whom you have legal authority. To view data about other individuals in the file, you need their consent.

Children also have the right to access their file, with the following rules:

- Is your child younger than 12 years old? Then they cannot access their own file. Only a legal representative (usually the parent with legal authority) can do so on their behalf.
- Is your child between 12 and 16 years old? Then both the child and the legal representative can access the file. The legal representative does not need the child's consent for this.
- Is your child 16 years or older? Then only your child has the right to access the file. If the legal representative wants access, they need the child's consent.

Please note: if you have also been in contact with SAVE Jeugd-
bescherming and want to access that data as well, you can make a separate request to view the file from them.

In addition to the right to access, you have various other rights, such as the right to correct your personal data if it is incorrect, and the right to obtain a copy of the data included in your file. For a complete overview of your rights, visit www.veiligthuisutrecht.nl. If you want to exercise your rights, you can submit a request to the Veilig Thuis Utrecht employee. If necessary, the Data Protection Officer will review your request. You will receive a response no later than one month after the request is made.

Data Protection Officer

You can contact the Data Protection Officer in writing or via email for independent advice and information regarding privacy:

Maxime Leijendekker

Tiberdreef 8
3561 GG Utrecht
informatieveiligheid@samen-veilig.nl

What if you are dissatisfied?

You have the right to lodge a complaint with Veilig Thuis Utrecht or the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) if you believe that Veilig Thuis Utrecht processes your personal data in violation of the privacy statement (see www.veiligthuisutrecht.nl). You can find the complaints procedure on www.veiligthuisutrecht.nl or in our complaints leaflet. A confidant, such as Jeugdstem, can support you in filing a complaint.

Dutch Data Protection Authority (Autoriteit Persoonsgegevens)

088 – 1805 250
www.autoriteitpersoonsgegevens.nl

Jeugdstem

088 – 555 10 00
www.jeugdstem.nl

On www.veiligthuisutrecht.nl, you can read more about your rights and how your privacy is handled. Here you will also find the privacy statement. Children, adults and professionals can approach us for advice or to report (suspicions of) domestic violence, neglect, abuse, or human trafficking - whether for yourself or if you are concerned about someone else.

Advice and Reporting Center Veilig Thuis Utrecht

Do you have questions about or suspicions of domestic violence, neglect, abuse, or human trafficking? Then contact us. We will listen to your story and can provide advice. Together, we will seek help if necessary.

Veilig Thuis Utrecht

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