

Privacy statement for residents

Welcome to the Central Agency for the Reception of Asylum Seekers (hereinafter: '**COA**,' '**we**,' '**us**,' or '**our**')! We would like you to be aware of the careful way we process your personal data. When doing so, we comply with the General Data Protection Regulation (hereinafter: '**GDPR**'). The COA collects and uses data to be able to provide asylum seekers with reception and counselling. If you applied for asylum in the Netherlands and are (or perhaps have been) a resident of one of our reception centres, this privacy statement applies to you.

Before we continue, we would like to explain two important terms:

The term 'personal data' is very broad. It applies to all data relatable to a person ('the person involved'). This could be data such as your name, address, date of birth, nationality and telephone number. The term also includes less obvious data, such as your personal interests and bank account number.

'Processing personal data' refers to all operations we can carry out on your personal data. This could, for instance, be recording, storing, altering, passing on and destroying data.

In this privacy statement we explain how we deal with your personal data and their protection. We do so by answering the following questions:

1. Which of your personal data does the COA process?
2. From whom do we receive these personal data?
3. Why does the the COA process your personal data?
4. On which basis does the COA process your personal data?
5. When do we pass on your personal data to others?
6. How long does the COA retain your personal data?
7. How does the COA protect your personal data?
8. Which rights do you have?
9. To whom can you go with questions, requests or complaints about the COA the processing your data?

1. Which of your personal data does the COA process?

We process the following categories of personal data about you:

- Statutory identification number (such as your V number);
- Identification data (such as name, date of birth and sex);
- Contact details (such as telephone number and email address);
- Address details (such as residential address and the address of the reception centre);
- Document data (such as document type and document number);
- Personal characteristics (such as profession, family relations and personal interests);
- Financial data (such as bank account number, income data and assets);
- Communication data (such as interview reports and notes);
- Legal/procedural data (such as data related to your asylum procedure);

In addition, we may process the following special categories of personal data on you:

Data which may reveal the following:

- Racial or ethnic origin, or;
- Religious or philosophical beliefs.

And possibly processing of:

- Biometric data for the purpose of identifying you;
- Data concerning health;
- Data relating to criminal convictions and offences.

2. From whom do we receive these personal data?

The COA receives your personal data from you directly, from your lawyer, or from other government agencies and (social) organisations involved in your asylum procedure, reception and counselling or care.

Government agencies and (social) organisations from whom we may possibly receive your data:

- Agencies of the Ministry of Justice and Security:
 - The Repatriation and Departure Service (DT&V);
 - The Immigration and Naturalisation Service (IND);
 - The police and its bodies, such as the Aliens Police, Identification and Human Trafficking Department (AVIM);
 - The Custodial Institutions Agency (DJI) and its body the Transport and Support Agency (DV&O);
- Other partners with whom we cooperate:
 - The Royal Netherlands Marechaussee (KMar);
 - The Health Centre for Asylum Seekers (GZA);
 - Nidos Foundation, the independent custody and family custody institution in the Netherlands.

3. Why does the COA process your personal data?

We process your personal data to be able to provide reception and counselling during your asylum procedure in the Netherlands (our primary objective). This is still very broad and can be divided into several (compatible) objectives. Our main objectives are:

- Providing reception and counselling. Reception comprises accommodation, provisions and giving access to basic facilities, such as healthcare, in one of our COA centres.
- Providing counselling in a COA centre, among other things by:
 - Supporting your preparation for a future in or outside the Netherlands;
 - Strengthening your self-reliance in the reception centre and for the future;
 - Specific counselling with respect to education, living, emancipation, integration and participation, or return;
 - Carrying out accommodation management, for example through room visits and inspections, registration of signals of human trafficking and migrant smuggling, and registration of incidents.
- Supporting you in your path to adulthood if you are an unaccompanied minor (hereinafter: 'UAM').
- Ending your reception, among other ways by:
 - Supporting your outflow to a municipality;
 - Mediating with a municipality for housing;
 - Counselling your independent or forced return to your country of origin or Dublin country.
- Assuring safety and liveability in a centre; not only your safety, but also that of other residents and/or COA employees, for instance by registering aggression, violence and other incidents.
- Acting in emergencies, for example an accident or illness which requires acute care.
- Carrying out academic and historical research, for statistic purposes and for archiving purposes in general interest.

4. On which basis does the COA process your personal data?

We are only allowed to process your personal data if we have a 'lawful basis' to do so. Such a basis is pursuant to the GDPR. For the above-mentioned objectives (section 3), we can invoke several bases:

- Processing is required to comply with a statutory obligation;
- Processing is required to protect your vital interests or those of another person;
- Processing is required for the COA to carry out a task in the general interest or a task in connection with exercising public authority, or;
- You yourself gave permission for data being processed for specific purposes.

In most cases we process data to comply with our statutory task of providing reception and counselling. Without your data, it is not possible to carry out this task in full.

5. When do we pass on your personal data to others?

We may share your personal data with others because this is necessary for your reception and counselling. Of course, this is something we only do with good reason.

We will only share the data necessary and only with those persons who need the data to be able to carry out their work. Just like the COA, other parties must handle your personal data with care. We make clear agreements about this.

We may share your data with:

- Services of the Ministry of Justice and Security:
 - The Repatriation and Departure Service (DT&V);
 - The Immigration and Naturalisation Service (IND);
 - The police and its bodies, such as the Aliens Police, Identification and Human Trafficking Department (AVIM);
 - The Custodial Institutions Agency (DJI) and its body the Transport and Support Agency (DV&O).
- Healthcare partners:
 - The Health Centre for Asylum Seekers (GZA), via healthcare organisation Arts en Zorg;
 - MediFirst;
 - The Medical Care for Asylum Seekers Regulation (RMA), via healthcare insurer DSW;
 - The Municipal or Joint Health Service and Regional Medical Assistance Organisation (GGD and GHOR)
- Other partners with whom we cooperate:
 - The Royal Netherlands Marechaussee (KMar);
 - The International Organisation for Migration (IOM);
 - Nidos Foundation (the independent custody and family custody institution in the Netherlands);
 - The Dutch Council for Refugees (VWN);
 - Veilig Thuis (the reporting centre for domestic violence and child abuse);
 - The Expertise Centre for Human Trafficking and Migrant Smuggling (EMM).
- Other categories of partners with whom we cooperate:
 - Municipalities;
 - Banks;
 - Transport services, such as taxi and coach operators;
 - Educational institutions, such as day nurseries and schools;
 - Government inspectorates, emergency services, supervisory authorities or judicial institutions, for carrying out a legal duty or in case of emergency;
 - Lawyers of residents for representing their interests;
 - Lawyers, accountants and auditors for representing the interests of the COA;
 - Insurance companies in connection with the liability insurance of asylum seekers;
 - Interpreting services;
 - Cooperation partners specialising in children in reception centres and UAMs.

Your personal data will stay within the European Union as long as we are responsible for your data. If we send your data to a country or organisation outside of the EU after all, we will not do so without taking appropriate security measures.

6. How long does the COA retain your personal data?

We do not retain your personal data longer than necessary to achieve our objectives. We have laid down all our retention periods. For you, the retention periods below are the most important to know.

Data we process in connection with your accommodation and counselling are included in your 'resident's file.' In general we retain these data at least 20 years after closing the file. For financial documents that are collected in connection with financial provisions by the COA, we apply a 7-year retention period.

7. How does the COA protect your personal data?

The COA has appropriate measures in place to protect the processing of your personal data and to prevent data abuse. To protect personal data within the COA, we comply with, among other things, government security standards and regulations. In addition, all COA employees, temporary employees, and volunteers are obliged to observe confidentiality.

8. Which rights do you have?

On the basis of the GDPR you have several rights. Under certain circumstances, you have the right to inspect the personal data we process on you, and to change or destroy your data (or have them changed or destroyed). Under certain circumstances, you also have the right to object against processing, the right to limit processing and the right to obtain your data in a digital format. If you wish to make use of one of your rights, please contact us via the details below (*see Section 9*).

We will process your request as soon as possible, but at least within a month. If answering your request will take more time, we will inform you about this within a month. We will meet your request to the extent possible, but we may or cannot always do so. There may be good reasons to reject your request. For example, the COA may be obliged to retain your data pursuant to legislation.

In addition to the above-mentioned rights, you may file a complaint with the Dutch Data Protection Authority (hereinafter: 'DPA'). The DPA monitors compliance with privacy legislation in the Netherlands. We would appreciate it if you contact us first before you contact the DPA. We will try our utmost to resolve your complaint to your satisfaction. The contact details of the DPA are available on the website www.autoriteitpersoonsgegevens.nl/en.

Take into consideration that we must verify your identity in case of questions or requests. We do so to prevent your personal data from being shared with a wrong party or being changed incorrectly.

All decisions by the COA when carrying out its reception task are made by COA employees. The COA does not use fully computerised individual decision taking. This means that no computerised decisions, without human intervention, are taken about you which may have legal consequences for you or which can affect you considerably.

9. To whom can you go with questions, requests or complaints about the COA the processing your data?

In you have any questions, requests or complaints about your data being processed by the COA, please contact the COA information line via the email address: info@coa.nl. We try to respond as fast as possible, but at least within one month. In highly exceptional situations, we can extend this term to up to three months.

Postal address:
Centraal Orgaan opvang asielzoekers
Postbus 30203
2500 GE Den Haag

The COA also has a Data Protection Officer (DPO) with the important task to supervise compliance with the GDPR by the COA internally.

Contact details of the DPO: fg@minjenv.nl attn Mr Pieter de Groot.

This privacy statement was laid down by the board on 27 August 2019.