

### **We work independently and confidentially**

We handle your and your child's information with care. Digital files are only accessed by professionals involved with your child. Sometimes, it may be helpful to share information with others, such as a general practitioner (huisarts) or care partners. We only share information with others if parents(1) and/or the young person have given their consent.

### **Always in consultation**

At Ouder- en Kindteams Amsterdam, you as a parent are in contact with one or more professionals. This is usually a **parent and child advisor (ouder- en kindadviseur)**, a **youth nurse (jeugdverpleegkundige)**, **youth doctor (jeugdarts)**, **general orthopedagogue (orthopedagoog)**, or **clinical psychologist (GZ-psycholoog)** may also be involved. Together, you will determine what is needed, who can help, and what the best approach is for your family. Support only begins with your consent. Everything is discussed with you so that you always know what to expect. Without your consent, no information will be shared with others, unless there is an exceptional situation.

### **Youth Health Care (Jeugdgezondheidszorg)**

In Amsterdam, youth health care (JGZ) is part of the Ouder- en Kindteams Amsterdam. You can read more about youth health care and privacy on our website.

### **Questions or concerns about health, growing up, or parenting**

If you have questions or concerns about health, development, or parenting, you can always contact the Ouder- en Kindteam in your neighborhood or the **parent and child advisor (ouder- en kindadviseur)** via school. You are welcome for tips, information, and advice. If more support is needed, you and the advisor will create a plan together. This plan will be recorded in a file according to legal requirements.

### **Digital file**

Een Ouder- en Kindteam file is always digital. It contains personal data required for providing support. The file is well-secured and only accessible to professionals from Ouder- en Kindteams Amsterdam who are involved with your child.

- If your child is under 12 years old, you as a parent may always access the file.
- If you believe something in the file is incorrect, you can request a correction.
- If your child is between 12 and 16, you may view the file together with your child and request changes.
- If your child is 16 or older, they are responsible for their own file access and changes.

### **Consultation with others**

If a Ouder- en Kindteams staff member wishes to discuss your situation with others, they will always ask for consent first.

- Is your child under 12? Then you as a parent must give permission.
- Is your child between 12 and 16? Then both parent and child must give permission.
- From 16 years old, the child is responsible for giving consent.

### **Sharing information**

When a **parent and child advisor (ouder- en kindadviseur)**, **youth doctor (jeugdarts)**, or **clinical psychologist (GZ-psycholoog)** asks to share information, they will clearly explain:

- who they want to share the information with (e.g., GP, school, or specialist);
- what information they wish to share;
- why they believe it is necessary.

### **Exceptions**

If we are concerned about a child's safety, we act in accordance with the **Reporting Code for Domestic Violence and Child Abuse (Meldcode Huiselijk Geweld en Kindermishandeling)**. Parents will be informed of this. If there are concerns and/or risks, a professional will register the case in the **Multisignaal reference index (verwijsindex Multisignaal)**. More information can be found at [multisignaal.nl](https://multisignaal.nl).



### Referrals

If your child requires specialist care, one of our staff members will ensure the proper referral is made. A decision document will be prepared, including the child's name, citizen service number (BSN), and the type of care required. You will receive a copy of this document, which gives you access to the specified care.

### Data security and retention

We have taken appropriate security measures to protect your personal data. After the legal retention period of 20 years, the file will be destroyed. We have agreements with our ICT providers regarding information security.

### Your rights

You have the right to access, rectify, or delete your personal data. You also have the right to withdraw consent for data processing or object to the processing of your personal data. To exercise these rights, please contact us using the information below.

### Questions or complaints about privacy

Do you have a question about how we handle your information? Are you dissatisfied with our handling of your information? Do you have a complaint or a suggestion for improvement? Please contact the Ouder- en Kindteam in your neighborhood.

We have appointed a **Data Protection Officer (functionaris gegevensbescherming)** who advises our organization and monitors internal compliance with privacy laws and regulations. You can contact our DPO at: [privacy@oktamsterdam.nl](mailto:privacy@oktamsterdam.nl).

If you have a complaint about how we handle your personal data, you may also contact our **complaint support service (klachtenondersteuner)** at: [klacht@oktamsterdam.nl](mailto:klacht@oktamsterdam.nl). If we cannot resolve the issue together, you may submit a complaint to the Dutch Data Protection Authority (**Autoriteit Persoonsgegevens**).

(1) The term 'parents' also refers to legal guardians of the child.

