

**We handle the data of parents\*, children and youth with care. Here's how.**

### **Everything by agreement**

As a parent, you will be in contact with one or more professionals in the Ouder- en Kindteams. This is generally a parent and child counsellor, but the pediatric nurse, pediatrician or pediatric psychologist may also be involved. You will work with the professional to determine what is needed, who can help with that and what is the best course of action for you. Everything is discussed and agreed upon with you, so you always know what to expect. No information will be shared with third parties without your permission outside of an exceptional situation (see below).

### **Youth health care**

In Amsterdam, youth health care is part of the Ouder- en Kindteams Amsterdam. Youth health care is free. For more information about youth health care and privacy, [visit JGZ en uw privacy](#).

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

If you have questions or concerns about health, growing up or parenting, you can contact the Ouder- en Kindteam in your district or the parent and child counsellor at school. You are welcome to get in touch for tips, information and advice. If more is needed, the parent and child counsellor will work with you to develop a plan. The plan is documented in a digital file.

### **Digital file**

Ouder- en Kindteams files are always digital. Your file is well secured and can only be accessed by Ouder- en Kindteams social workers involved with your child. As a parent, you always have the right to view your child's file if they are under the age of 12. If you find something incorrect in the file, you can ask for it to be changed. If the child is between 12 and 16, you and your child can view the file and request amendments. If your child is 16 or older, they are in charge of that.



### Information sharing

If a Ouder- en Kindteams social worker wants to consult with others about your situation, they will request permission in advance.

- If your child is under the age of 12, that decision is up to you as a parent.
- If your child is between 12 and 16, you and your child must give your consent together.
- From the age of 16, your child has sole responsibility in this regard.
- When the parent and child counsellor, pediatrician or pediatric psychologist asks for permission to share information, they will properly explain:
  - with whom they wants to share information (e.g., GP, school, or a specialist);
  - exactly what information is involved;
  - why they deem it necessary.

### Exceptions

If a child's health or safety is at risk, we follow the Domestic Violence and Child Abuse Obligatory Reporting Code. Parents will be informed of this. A social worker will register concerns or risks regarding a child in the Multisignal referral index. For more information, visit [multisignal.com](https://multisignal.com).

### Referral

If your child needs specialised care, the Ouder- en Kindteams social worker will provide the necessary referral. To that end, a "decision" is made that includes the child's name, citizen service number (BSN) and the type of care needed. The decision is sent to the municipal authority for the administration of specialist care costs. You will receive a copy of the decision, which entitles you to the care listed in it.

### Questions or complaints about privacy

Do you have a question about how the Ouder- en Kindteams handles your information? Are you dissatisfied with how we handle your information? Do you have a complaint or tip for improvement? Contact the Ouder- en Kindteams in your district today.

### Learn more

The website [oktamsterdam.nl](https://oktamsterdam.nl) offers more information about the Ouder- en Kindteams. You can find the team in your area, ask questions directly by email, WhatsApp or chat, and sign up for a training course. You can also call +31 20 555 59 61.

\* Where it says parents, it means the legal representative of the child

