

Privacy Statement – Stichting Ouder- en Kindteams

Ouder- en Kindteams Amsterdam consists of Stichting Ouder- en Kindteams (responsible for youth care) and GGD and SAG (responsible for youth health care). This privacy statement applies to the activities of Stichting Ouder- en Kindteams. For the privacy statements of [GGD](#) and [SAG](#), please refer to their respective websites.

Stichting Ouder- en Kindteams operates independently and confidentially in the field of youth care (1). We handle your and your child's personal data with great care, as explained in this privacy statement.

Questions or Concerns About Health, Growing Up, or Parenting

If you have questions or concerns about health, growing up, or parenting, you are always welcome at the Ouder- en Kindteam in your neighborhood or through the ouder- en kindadviseur (parent and child advisor) at your child's school. You can reach out for tips, information, and advice.

Training courses

One of our recommendations may be to take part in a training course. When you register via our website, we ask for certain personal data (2) so that we can organise the training for you. This information is shared with the trainers. These trainers may work for stichting Ouder- en Kindteams Amsterdam or for training organisations we work with. When the personal data is no longer needed, it will be destroyed.

Tailored support, always in consultation with you

If tailored support is needed, you will work with one or more of our professionals. This will usually be a parent and child adviser, but an educational psychologist or healthcare psychologist may also be involved. Together with the professional(s), you will discuss what is needed, who can help and what approach works best for you. Support will only start 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 are exceptional circumstances.

Support plan and case file

Together with the parent and child adviser, you will assess the situation and create a support plan. In accordance with legal requirements, this information is recorded in a (digital) case file. The case file contains the personal data needed to provide support and/or to make a referral for additional youth support services. The case file is securely protected and is only used by professionals from the Ouder- en Kindteam who are involved with your child.

If your child is under the age of 12, you as a parent always have the right to access your child's case file. If you believe that something in the case file is incorrect, you can ask for it to be changed.

If your child is between 12 and 16 years old, you and your child can access the case file together and request changes. If your child is 16 years or older, they are responsible for decisions regarding access to and changes to their case file.

Consultation with others

If a professional from the Ouder- en Kindteam wishes to consult others about your situation in order to provide appropriate support, sometimes using video footage, they will ask for consent in advance.

- Is your child under the age of 12? You, as the parent, must give consent.
- Is your child between 12 and 16 years old? You and your child must give consent together.
- From the age of 16, your child is responsible for giving consent.

Sharing information with others

If a professional from the Ouder- en Kindteam wishes to share information with other care partners in order to provide appropriate support, they will also ask for consent in advance. They will explain:

- who they want to share the information with, for example a GP, school or specialist;
- exactly what information they want to share;



- why they believe this is necessary.

Exceptions

Sometimes we are required to take action without consent. If we are concerned about a child's safety, we act in accordance with the Meldcode Huiselijk Geweld en Kindermishandeling (Domestic Violence and Child Abuse Reporting Code). Parent(s) will be informed about this.

If there are concerns and/or risks regarding a child, a professional will record this in the Multisignaal referral index. More information can be found at multisignaal.nl.

We may also receive information from another organisation that we are required to include in the case file. If this happens, you will be informed.

Referral

If your child needs specialist support, the professional from the Ouder- en Kindteam will work with care partners providing additional youth support services to arrange the appropriate referral.

To arrange this, we issue a formal decision (beschikking) on behalf of the City of Amsterdam. This document includes the child's name and citizen service number (BSN) and the type of care required. You will receive a copy of this decision, which gives you the right to receive the care specified in it.

Data security and retention

We have taken appropriate security measures to protect your personal data. After the statutory retention period of 20 years, the case file will be destroyed.

We have made agreements on information security with the IT companies that support us in managing our systems.

Your rights

You have the right to access, correct or request the deletion of the personal data we hold about you. You also have the right to withdraw any consent you have given for the processing of your personal data or to object to the processing of your personal data.

If you wish to exercise any of these rights, please contact us using the contact information below.

Questions or complaints about privacy

Do you have a question about how we handle your personal data? Are you dissatisfied with the way we handle your personal data? Do you have a complaint or a suggestion for improvement? Please contact the Ouder- en Kindteam in your neighbourhood.

We have also appointed a Data Protection Officer to advise the organisation and internally monitor compliance with privacy laws and regulations. You can send any questions for our Data Protection Officer to privacy@oktamsterdam.nl.

If you are unable to resolve your concerns about how we handle your personal data with the Ouder- en Kindteam in your neighbourhood and the Data Protection Officer, you can contact our complaints support officer at klacht@oktamsterdam.nl.

If you are still unable to resolve the matter with us, you can also submit a complaint to the Autoriteit Persoonsgegevens (Dutch Data Protection Authority).

Notes

- *In this privacy statement, we use the word 'parents'. This refers not only to parents, but also to the child's legal representatives.*
- *Re (1): the youth support services we provide constitute a 'task carried out in the public interest'.*
- *Re (2): we process this data on the legal basis of 'legitimate interest'.*

