

We work independently and confidentially. We handle your and your child's information with care. The digital records are only accessed by social workers directly involved with your child. Sometimes, it may be beneficial to share information with others, such as your general practitioner or other care partners. Information is only shared with others if parents(1) and/or the young adult give their consent.

Always in consultation

As a parent, you will have contact with one or more professionals within the Ouder- en Kindteams. This is usually an ouder- en kindadviseur but may also include a nurse, doctor, or (child) psychologist. Together with the professional, you will determine what is needed, who can help, and what the best approach is for you. Assistance only begins with your consent. Everything is done in consultation so that you always know what to expect. No information will be shared with others without your consent unless there is an exceptional situation.

Jeugdgezondheidszorg / Youth healthcare

In Amsterdam, youth healthcare is part of Ouder- en Kindteams Amsterdam. [Here you can find more information about youth healthcare and privacy.](#)

Questions or Concerns about health, growing up and parenting

If you have questions or concerns about health, growing up, or parenting, you can always contact the Ouder- en Kindteams in your neighborhood or the parent and child advisor at your child's school. You are welcome to receive tips, information, and advice. If more support is needed, you will create a plan together with one of the social workers / ouder- en kindadviseurs. The plan will be documented in a file according to legal requirements.

Digital file

A file from the Ouder- en Kindteam is always digital. The file contains personal data necessary for providing support. 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.

Consultation with others

If a social worker of the Ouder- en Kindteam wants to consult others about your situation, they will ask for your permission in advance.

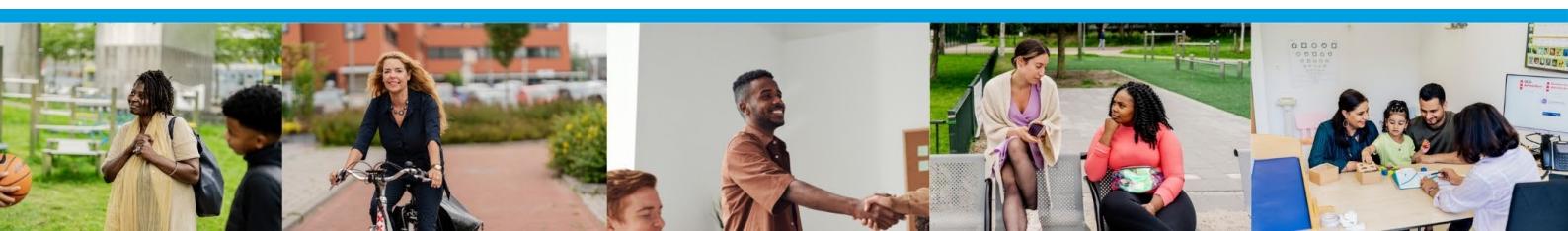
Is your child under 12 years old? Then parental consent is required.

Is your child between 12 and 16 years old? Then both you and your child must give consent. From 16 years old, your child is responsible for giving consent.

Sharing information

If a Ouder- en Kindteam social workers asks for your permission to share information, they will clearly explain:

- with whom they want to share the information (e.g., the general practitioner, school, or a specialist);
- what specific information they want to share;
- why they think it is necessary.
- Exceptions
- If we are concerned about a child's safety, we act according to the Domestic Violence and Child Abuse Obligatory Reporting Code. Parents will be informed of this. In cases of concerns or risks regarding a child, a social worker will register concerns or risks in the Multisignaal reference index. For more information, visit www.multisignaal.nl.



Referrals

If your child needs specialized care, the Ouder- en Kindteam social worker will ensure the correct referral is made. To arrange this, a document is created containing the child's name, citizen service number, and the type of care needed. You will receive a copy of this document, which entitles you to the specified care.

Data security and retention

We have implemented appropriate security measures to protect your personal data. After the legal retention period of 20 years, the files are destroyed. We have agreements with the IT companies supporting us in managing our systems regarding information security.

Your rights

You have the right to access, correct, or delete the personal data we hold about you. You also have the right to withdraw your consent for data processing or to object to the processing of your personal data by us. If you wish to exercise 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 information? Are you not satisfied with how we handle your information? Do you have a complaint or suggestion for improvement? Please contact the Ouder- en Kindteam in your neighborhood.

We have also appointed a Data Protection Officer to advise the organization and oversee compliance with privacy laws and regulations. Any questions for our Data Protection Officer can be sent to privacy@oktamsterdam.nl.

If you have complaints about how we handle your personal data, you can contact our complaints officer at klacht@oktamsterdam.nl. If we cannot resolve the issue together, you can file a complaint with the Dutch Data Protection Authority.

(1) The term "parents" is used to include not only parents but also legal representatives of the child.

