

Privacy Statement

Clients



Centrum Internationale
Kinderontvoering

The International Child Abduction Center (Center IKO) is convinced that the protection of the data of our clients are of vital importance. The term Center IKO entails the International Child Abduction Center, the Mediation Bureau, 116000 Hotline and LEPCA (Lawyers in Europe on Parental Child Abduction). We attach great importance to the transparency, reliability and personal care of our services. Therefore, we find it important for you to know which personal data is registered by the Center IKO and for what purposes the registered data is used. In this privacy statement you will find a clear overview.

From time to time this privacy statement can be subject to change when new developments give cause to it. You can find the most recent privacy statement on www.kinderontvoering.org. The Center IKO will communicate changes to the privacy statement via the website.

Personal data registration

The Center IKO only registers conversations, e-mails and contact forms with your permission. The Center IKO registers special personal data if you give permission to do so. The registration can involve personal data, contact details, the question that you posed to us, referrals, other important information you provide us for our advice and the advice given to you by the Center IKO.

The purposes of personal data registration

To provide tailor-made advice. For our advisory services, it is necessary to register your data. With this information we are able to hold follow-up conversations with you and also will be able to keep providing you with advice. Because of the registration system we are able to find which co-worker assisted you and what advice was given to you. This way you do not need to retell your situation and we are able to provide our best assistance and tailor-made advice. Nevertheless, ultimately, you remain responsible for the choices that you make and the actions that you take upon our advice.

To collect statistics for our annual report. The Center IKO keeps a close eye on the world of parents and children. The registration involves the subjects, the number of emails and telephone calls, the age of the child and the countries which are involved. These statistics are used to create a substantiated opinion about international child abductions and are to keep track of the number of contacts the Center IKO has each year. The statistics are anonymous: they cannot be traced back to any specific parent, child or another person.

The Centre IKO also conducts scientific research from time to time, it is possible that we will contact you later to ask whether you are open to cooperate. If you do not want to cooperate, you can always indicate this.

Lastly, the above mentioned statistics collection and number of contacts are important for our funding as it enables us to continue giving advice free of charge.

Access to and adjustments of personal data

In case you would like to know which of your personal data the Center IKO is registering and using, you can request the Center IKO to send you an overview of your registered personal data. The Center IKO will ask you to send a copy of your identity card to verify you as a person. (A safe copy is sufficient. The copy of your identity card will also be registered in accordance with our privacy regulation). You can send your request for access to the Data Protection Officer (FG) of the Center IKO. The Center IKO will answer your request in written form within four weeks via the indicated e-mail address. If you would like to add, adjust, delete or hide certain information after receiving the overview of your personal data you can send a new request to the Center IKO. The Center IKO will answer your new request within four weeks.

Retention period

When you no longer require advice or guidance from the Center IKO, your file will be closed six months after the last contact. The file is kept for a maximum of 5 years. This period is necessary for our administration. For example; the statistics collection or the audit from the accountant. The Center IKO can save your personal data longer than the above mentioned period for scientific purposes.

Security of personal data

The Center IKO takes the protection of personal data very seriously and takes suitable measures to prevent abuse, loss, unauthorized access, undesirable data disclosure and unauthorized changes. Aside from the technical measures (security of systems) this also means that the Center IKO takes organizational measures, including informing its employees on the AVG (The General Data Protection Regulation) subjecting all its employees to an obligation to respect confidentiality and striving towards a clean desk policy. The group of persons having access to the data is kept as limited as possible.

We do not provide information or personal data about you or your case to third parties outside our own organization. All employees have a duty of confidentiality. Everything they hear on the telephone or receive by e-mail cannot and will not be discussed with third parties outside the Center IKO. If both parents or other parties with conflicting interests contact the Center IKO their cases and requests for advice are treated by different legal experts. Personal data and information will not be shared or discussed. Only by written consent from you the Center IKO confers with third parties, for example your attorney, about your case.

From time to time the Center IKO involves an IT-administrator for her services to keep our technical services as safe and protected as possible. Personal data will only be shared with IT-administrators when the information is necessary for the execution of the services of the third party. These third parties have a duty of confidentiality. They are not allowed to discuss anything they hear or read outside the Center IKO.

Website

For the proper functioning of the websites of the Center IKO (www.kinderontvoering.org, www.mediationbureau.org, www.116000.nl and

www.lepca.eu) cookies are being used. With the anonymous data that tracks the use of our website we are able to improve the websites. This way, for example, the user-friendliness of the website can be improved. We do not save any IP-addresses or other details of visitors.

On the websites of Center IKO you will find links to other websites. The Center IKO is not responsible for the usage of personal data by those parties. You can read the privacy statement of the concerning website for more information.

Contact

If you have any questions concerning the privacy statement, you can contact the Officer of Data Protection (FG) of the Center IKO.

T: 088 – 800 9000

E: info@kinderontvoering.org

W: www.kinderontvoering.org