



Data protection

All employees have an obligation to protect the data of our clients. Everything they hear on the telephone or receive by e-mail cannot and will not be discussed outside the Center IKO. Every case is handled with confidentiality and under secrecy and only by the legal expert who is handling your case. If both parents 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 with the legal expert from the other parent.

The Center IKO does not provide information or personal data about you or your case to third parties. Only by written consent from you the Center IKO confers with third parties, for example your attorney, about your case.

Personal data removal

If the client no longer requires advice or guidance from the Center IKO the 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 anonymous statistics collection or the audit from the accountant. During that period your file can only be accessed by the authorised personnel.

Disclaimer

Employees from the Center IKO receive extensive training and are guided in their work. They will do their utmost to provide the clients with the correct information at the telephone, by e-mail and with the additional information on the website. Still the client remains responsible for the choices they make and the actions they take. The website is linked to other websites. Besides that, other websites link to the website from the Center IKO. The Center IKO is not responsible for the information on or the use of these other websites.

All the information on the website www.kinderontvoering.org and www.116000.nl is copyright from the Center IKO. Using the information of these websites is only allowed after written approval from the Center IKO.

Data registration

The personal data of our clients is registered in the registration system of the Center IKO in line with the Dutch Data Protection Act. The Center IKO handles the personal data of their clients carefully and confidentially. Upon their request the Center IKO will provide the client with the registration of their case in the registration system of the Center IKO. The registration is never contrary to the law, public policy or morality.

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 in the situation of all clients. The anonymous statistics are used to create a substantiated opinion about the age variations of children who are abducted by a parent, which countries are most common, the most frequently asked questions and the number of contacts each year. These anonymous statistics do not contain personal data and cannot be traced back to the specific client.



With the support of the European Commission, Daphne Programme. Sole responsibility lies with Stichting Centrum Internationale Kinderontvoering.



Clients have the right to inspect the registration and correct their details if the facts about their case is incorrect. The Dutch Data Protection Act explains how the client can request this inspection. The inspection is possible. However, it is essential to make an appointment beforehand. The client can contact the general manager of the Center IKO. The general manager decides the procedure for inspection of the particular file.



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