

Ethical handling of Personal Data

The Municipality of Maastricht processes Personal Data when carrying out its legal and public tasks. This Privacy Statement applies to all Personal Data processed by the Municipality of Maastricht in the context of carrying out its tasks.

1. General information:

Glossary

- **Personal Data:** information that says something about a person and makes her/him personally identifiable. The most common Personal Data are name, date of birth, or address details. Data that can be traced back to a person, for instance the Citizen Service Number (*Burgerservicenummer*), IBAN, or vehicle registration number, are also considered to be Personal Data. In addition to personal information in written text, Personal Data can also be processed in image and sound. Data of a deceased person or a legal entity are not Personal Data within the meaning of the law and this Privacy Statement.
- **Special Personal Data:** Sensitive Personal Data about a person's religion or belief, race, political preference, health, sexual orientation/sex life, membership of a trade union, and criminal history.
- **Processing of Personal Data:** the use of Personal Data, such as requesting, collecting, recording, storing, changing, consulting, providing, forwarding, distributing, blocking, and destroying Personal Data.
- **Sharing of Personal Data:** the provision of Personal Data by the Municipality of Maastricht to other authorities (Third Parties).
- **Third Parties:** others who do not fall under the scope of the controlling or direct authority of the Municipality of Maastricht.
- **General Data Protection Regulation (*Algemene Verordening Gegevensbescherming*):** a European privacy law that applies throughout the European Union from 25 May 2018. This law contains rules on the handling and protection of Personal Data.
- **Subsidiarity:** in order to achieve the purpose for which the Personal Data are processed, the breach of the privacy of the residents concerned is restricted to the extent possible.
- **Proportionality:** this means that we do not process any Personal Data other than those data that are reasonably proportionate to the purpose for which the processing of your data is required.

Use of Personal Data

The Municipality of Maastricht carries out tasks that are directly relevant to its residents and visitors. We require your Personal Data to carry out some of these tasks and the legal obligations that are assigned to us. We process your Personal Data in order to provide you with the best possible service, for instance when handling your requests. If you live in Maastricht, we record your Personal Data in the Personal Records Database (*Basisregistratie Personen*).

For applications and support in the field of work, income, youth assistance, care or maintaining public order, the Municipality of Maastricht may request and use special and sensitive Personal Data, such as financial, medical, or criminal data. The Municipality of Maastricht can also use Personal Data for tasks such as combating fraud.

In many instances if you request a service or product, if you contact or visit the Municipality of Maastricht or if you visit the Municipality of Maastricht website, we may also ask for your contact details, such as your telephone number and e-mail address in order to be able to contact you and provide further assistance.

How do we obtain your Personal Data?

We usually receive the Personal Data from you, for instance when you apply for a permit or a library membership. If you are registered in the Personal Records Database of Maastricht, we use this data for various municipal tasks such as issuing travel documents, voting cards, etc. In most cases you will be informed of the transmission of these data. If this is not the case, we will inform you about the receipt of this data.

Protection of Personal Data

The Municipality of Maastricht believes it is important that you can trust that your Personal Data are in good hands with us. We attach great importance to the proper processing of your Personal Data. The careful handling of your Personal Data and transparency about the use of this data is therefore part of our integrity policy. Moreover, we protect your Personal Data from unauthorized access or unauthorized use.

The processing of Personal Data by our organization takes place on the basis of the following principles.

2. Principles

These principles are intended to ensure that the Municipality of Maastricht processes Personal Data within the legal framework of the General Data Protection Regulation and that your privacy receives the best possible protection.

Purpose and basis

The Municipality of Maastricht only processes Personal Data for a clearly defined purpose, for instance for issuing a parking permit. Prior to the processing of Personal Data, it must be determined whether there is a legitimate purpose for which there is a basis in the General Data Protection Regulation. The most important basis in the General Data Protection Regulation for the processing of Personal Data by our municipality are: performing a legal obligation and/or carrying out task in the public interest.

Data minimization

The Municipality of Maastricht only processes those Personal Data that are necessary for the stated purpose. If a task can be properly carried out without processing Personal Data or by making use of general data that cannot be traced back to individual persons, this option will be chosen.

Retention period

Personal Data is not kept for longer than necessary. The storage of Personal Data may be necessary to properly perform municipal tasks or to be able to comply with legal obligations.

Confidentiality and security

Employees of the Municipality of Maastricht have a duty of confidentiality, which also applies to the processing of Personal Data. In addition, employees only have access to data that they need to carry out their tasks. There are regular awareness campaigns to remind employees that they are obliged to handle Personal Data carefully.

Furthermore, the Municipality of Maastricht implements appropriate technical and organizational measures to ensure the security of Personal Data. This is done on the basis of the Baseline Information Security for Dutch Municipalities (*Baseline Informatiebeveiliging Gemeenten*).

Sharing Personal Data with Third Parties

The Municipality of Maastricht may share Personal Data with Third Parties and is also legally obliged to do so in many cases. The receiving authorities use this data to carry out their duties. For instance, the data provided allows the Social Insurance Bank (*Sociale Verzekeringsbank*) to make sure that parents receive child benefit for new-born babies.

This may mean the regular exchange of data in a collaboration with Third Parties, such as health-care providers in youth care or for customized services on the basis of the Social Support Act (*Wet maatschappelijke ondersteuning*). If this is the case, agreements are made about the requirements of the data exchange. These agreements will comply with the law.

If we want to share your data with Third Parties in other cases then this will take place only with your prior consent.

Your rights

We will make every effort to inform you of which of your data we are processing, the purpose for which this processing takes place, and with whom this data is shared. In addition, the General Data Protection Regulation provides you with various rights that allow you to obtain information about the processing of your Personal Data. For instance, this enables you to check whether these data are accurate and complete. This includes the right to information, the right of access and the right to rectification. [You can find](#) further information about these rights here.

Data Protection Officer

The Municipality of Maastricht has appointed a [Data Protection Officer](#). This officer advises the organization on the protection of Personal Data and supervises compliance with the General Data Protection Regulation by the Municipality of Maastricht.

This Privacy Statement was adopted up by the Municipal Executive of Maastricht at its meeting on 22 May 2018.