

Privacy Statement

How does the Province of Limburg deal with personal data?

The Province of Limburg processes the personal data of citizens for various provincial tasks. Personal data are data providing information about a natural person, such as a name, address, e-mail address or passport photo. The person can be identified as a result. If, for instance, you apply for a permit or subsidy or if you submit a complaint or objection, we will collect and keep your data.

You can be sure that the Province of Limburg staff handle your data carefully. The rules for storing and using your personal data are laid down in the Dutch Personal Data Protection Act (Wbp) and since 25 May 2018 in the EU General Data Protection Regulation (GDPR). This legislation provides general rules that the province must comply with when processing your data. You can read in the provincial privacy policy how the Province ensures that your data are handled carefully and what measures have been taken to protect these data.

Security measures

The Province guarantees that it handles personal data securely to avoid them being processed further or disclosed. For this purpose, we take appropriate measures to prevent misuse, loss, unauthorised access and other undesirable actions relating to personal data. These measures are laid down in the Province of Limburg's information security policy.

Confidentiality obligation

In addition to technical security measures and procedures such as encrypting personal data and access checks to computer systems, provincial staff have a confidentiality obligation and only authorised staff have access to personal data. Within the organisation, the data protection officer monitors compliance with the statutory rules relating to privacy. We keep your data no longer than is strictly necessary for the purposes for which they were collected. If a statutory retention period is involved, this period will not be exceeded.

Outsourcing the processing of personal data

In principle, your personal data will not be shared with third parties, but on occasions we outsource the processing of your data to a third party. In that case, we conclude written agreements regarding the security and non-disclosure of your data to ensure a similar level of security and confidentiality with regard to your personal data.

Your rights

You have a right to information and a right to access, rectify, supplement, erase or restrict your personal data. You can also request us not to use your personal data. You can exercise your rights by submitting a written request to us. It is important in this context that you can identify yourself and that you can demonstrate that your request actually relates to your own personal data. You are not permitted to access the data of other persons.

We will take a decision regarding your request within four weeks at the most. In the case of many or complicated requests, we may extend this period by no more than two months, stating the reasons. In the case of detailed requests, we may charge you costs.

You can read more about your rights and the way in which you can exercise them under the heading 'Privacy: your rights'.

Applicable law

This Privacy Statement is governed by Dutch law.

Amendments to the Privacy Statement

This Privacy Statement may be amended by the Province of Limburg at all times, without prior notice. Amendments will take effect from the time that they are posted on the Province website. We advise you to consult this Privacy Statement regularly, so that you are aware of the amendments.

Privacy: your rights

As a citizen, you have a number of rights that you can exercise to discover what happens to your personal data.

Right of access

You have the right to ask us what data we have on you. You may also ask us if you can access these data. You can request only data about yourself, not the personal data of others. No reason needs to be stated for an access request. In the case of data of a person younger than 16, the access request must be made by the parent or parents or a legal representative.

Right to rectification

The Province is responsible for ensuring that the personal data it processes are correct. If necessary, we have to update these data. In that context, you have the right to have incorrect personal data amended and to supplement your personal data.

Right to be forgotten

In a number of cases we have to erase your personal data if you request us to do so. For instance, at the time when we no longer need your personal data, if you withdraw consent for the use of these data or if we unlawfully process your data.

There are also cases where we do not have to agree to your request, e.g. if we process data because there is a statutory obligation to do so. But also if we process your data to exercise public authority or to carry out a statutory or other duty of public interest or if we file the data in the general interest.

We are eventually always obliged to erase your data after a certain time.

Right to restriction of processing

In some cases, you have the right to ensure that your data are not processed or changed temporarily. For instance, if you believe that your data are incorrect or if the processing is unlawful. You can also exercise this right if we no longer need your data, but you still need them on the basis of an interest referred to in the GDPR. In some cases, you have this right if you have objected to the processing of your data.

Right to data portability

This means that you have the right to obtain your personal data so that you can, for instance, transfer them to another organisation that provides similar services. You can also ask us in some cases to transfer data directly to another organisation. This right applies only to digital data and does not therefore cover paper files. Moreover, it must involve personal data that we are processing *either* with your consent *or* to implement an agreement with you.

Right to object

You are entitled to submit an objection if we process personal data on the basis of a task carried out in the public interest (this is not an objection within the meaning of the Dutch General Administrative Law Act (*Algemene wet bestuursrecht*). In principle, we must cease processing the data if such an objection is received, except if there are urgent reasons for the processing. These reasons must be more important than your interests, rights and freedoms or must relate to a legal action.

Right not to be subject to automated individual decision-making, including profiling

Some organisations may take decisions on the basis of automatically processed data. This takes place, for instance, in the case of profiling. Examples include the automatic rejection of an online credit application or processing of job applications via Internet without human intervention.

The GDPR entitles you to 'a human view' of our decisions relating to you. For the Province, the possibilities to take automated decisions are very limited. This may take place only with your express consent, on the basis of a statutory provision or if this is necessary for the conclusion or implementation of an agreement between you and the Province.

Information

Should you have any questions about the protection of your personal data, your rights or a complaint about such, you can contact the Province via the following e-mail address: fglimburg@prvlimburg.nl. Needless to say, we will be pleased to help you if you have questions or complaints about the processing of your personal data. Should we nevertheless fail to find a satisfactory solution, you are also entitled on the basis of privacy legislation to legal advice or to submit a complaint to the privacy regulator, the Dutch Data Protection Authority (*Autoriteit Persoonsgegevens*). You can contact the Dutch Data Protection Authority on Monday, Tuesday, Thursday and Friday from 10 a.m. to 12 noon: telephone 0900 200 120 1 (€ 0.05/minute plus the costs for the use of your mobile telephone or landline).

If you wish to know more about privacy, visit the Dutch Data Protection Authority's website: www.autoriteitpersoonsgegevens.nl.

You can read more about your rights on the 'Rights of Data Subjects' page on the Data Protection Authority's website.