Control on personal data
Summary of 2018 Annual Report
People in the Netherlands are concerned about their privacy. Research commissioned by the Data Protection Authority (DPA) has shown that at least 94% of people are worried about the protection of their personal data. People are primarily concerned about fraudulent use of their identity documents, monitoring of their online search behaviour and Wi-Fi tracking. In regard to these situations people tend to feel that they don’t have complete control over their personal data. The latest EU legislation in relation to data protection – the General Data Protection Regulation (GDPR) – came into force on 25 May 2018, not a moment too soon. One of the key objectives of the GDPR is to empower individuals and give them more control over their personal data, as well as regulating the processing of personal data by both private and public parties.

“What it’s ultimately about is people having greater control over their personal data.”

Aleid Wolfsen
Chair of the Dutch DPA
The Dutch DPA currently employs 167 people.

Our mission statement
The Data Protection Authority is the independent supervisory body in the Netherlands that promotes and enforces personal data protection rights.

To promote
The DPA encourages public authorities, businesses and individuals to take responsibility for the protection of personal data. We do this by informing them of the rules and the risks. We provide legislators with solicited and unsolicited advice on legislation relating to the processing of personal data. In 2018 we:

- Answered almost 27,000 questions
- Received over 11,000 complaints
- Gave 70 presentations to organisations and industry bodies
- Ran a public information campaign on data privacy
- Issued more than 80 advisory opinions on legislation

To enforce
We monitor compliance with data protection regulations by conducting independent investigations into alleged breaches by public bodies and the private sector. Investigations can be carried out on our own initiative but can also be a result of a complaint that was lodged with our DPA. If necessary, we take enforcement action. In 2018 we conducted investigations in the following areas:

- Government
- Financial services
- Internet & telecom
- Security
- Health
- Camera surveillance
- Internet & telecom
- Financial services
2018 in brief

12 January
DPA issues advice on the new Payment Services Directive (PSD2)

29 January
Privacy campaign launched

12 March
Educational organisations change working practices regarding pupil monitoring systems following a DPA investigation

25 May
European Data Protection Board is launched

25 May
General Data Protection Regulation (GDPR) comes into force, meaning more rights, more obligations and a different type of supervision

3 June
Facebook amends policy following a DPA investigation

25 May
European Data Protection Board is launched

9 August
Facebook amends policy following a DPA investigation

12 April
EU privacy regulators adopt a joint approach to social media

20 April
EU privacy regulators adopt a joint approach to social media

20 May
European Data Protection Board is launched

30 May
Information issued on direct marketing

26 June
Information issued on cameras in advertising columns

27 July
Checks carried out on data processing registration in the private sector

30 July
Information issued on Wi-Fi tracking

10 July
Checks carried out on data protection officers in the government sector

10 August
Checks carried out on data protection officers in the government sector

15 August
Checks carried out in relation to data protection officers in the healthcare sector

22 August
Checks carried out in relation to data protection officers in the financial services sector

23 August
Checks carried out in relation to data protection officers in the government sector

27 August
Checks carried out in relation to data protection officers in the government sector

29 August
Checks carried out in relation to data protection officers in the government sector

16 October
BrainCompass assessment platform changes its working practices following a DPA investigation

30 October
Employee Insurance Agency (UWV) issued with an order subject to a penalty payment

4 October
Information issued on explicit consent in relation to PSD2

21 November
TGB bank makes penalty payment

12 December
Information issued on the concept of 'large-scale data processing' in the healthcare sector

20 November
Employee Insurance Agency (UWV) issued with an order subject to a penalty payment

27 November
Uber issued with a fine

18 October
Almost 10,000 people had submitted a privacy complaint to the DPA since 25 May

19 December
Tax and Customs Administration no longer permitted to include citizen service number (BSN) in VAT numbers

21 December
National Police issued with an order subject to a penalty payment

> The full text (in Dutch) of the annual report can be found at autoriteitpersoonsgegevens.nl/jaarverslagen
Questions about the General Data Protection Regulation (GDPR)
You can find more information and answers to questions about the General Data Protection Regulation (GDPR) on autoriteitpersoonsgegevens.nl. If you can’t find the answers you’re looking for on the website, you can contact the DPA privacy information and reporting line on +31 (0)88 1805 250

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