

Privacy statement BerichtenboxCN

1. Who is responsible for the processing of personal data?

The Belastingdienst CN is responsible for processing personal data for BerichtenboxCN. BerichtenboxCN is administered by Belastingdienst CN, RCN SSO CN and Belastingdienst NL. The Belastingdienst is part of the Ministry of Finance, and RCN SSO CN is part of the Ministry of the Interior and Kingdom Relations.

2. Why are personal data processed?

BerichtenboxCN is a personal mailbox for receiving digital mail from the government in the Caribbean Netherlands. The BerichtenboxCN functionality is accessible via MijnCN and available as the BerichtenboxCN app for smartphones and tablets.

Berichtenbox CN processes personal data for the following purposes:

- The setup, availability, maintenance and proper operation of the Berichtenbox CN app
- Displaying information, messages and data in the BerichtenboxCN app;
- Security and information security of and ensuring the reliability of the BerichtenboxCN app, such as combating misuse and improper use and the analysis of security and other incidents;
- User support, including handling user questions and complaints;
- Visitor statistics, trend analysis and usability research regarding the Berichtenbox CN app;
- Providing personal data in accordance with a legal obligation

The BerichtenboxCN and MijnCN apps are available for mobile devices via the Apple App and Google Play stores. The BerichtenboxCN app and the MijnCN app show a selection of the same personal data and processes them for the same purposes, as stated above for the website of the BerichtenboxCN app.

3. Grounds for processing personal data

The grounds for processing personal data is the Decree on the Processing of Personal Data on Generic Digital Infrastructure, which is based on the Belastingdienst Electronic Messaging Act.

4. Which personal data are processed?

When using the BerichtenboxCN app, the following personal data are processed:

- the CRIB number;
- message preference;
- IP address and characteristics of the software and hardware used on the device with which the user logs in;
- login history such as the time of start and end of session;
- data about user navigation and actions;
- data about requesting, displaying or changing data or failure of functions;
- data of any authorised representative in MijnCN, such as their CRIB number, actions of the authorised representative, or the failure of functions in MijnCN;

When using the BerichtenboxCN app, the CRIB number is processed in order to display the data from the MijnCN account. As a starting point, as little data as possible is stored locally on the actual mobile device. The exception to this is attachments to messages. If a user of the BerichtenboxCN app opens an attachment to a message, it is saved locally and protected with an encryption token. This attachment remains saved locally until the user uninstalls the app. A notification token is used to show the user correct, secure notifications when using the BerichtenboxCN app.

Parts of the BerichtenboxCN app come from Apple and Google and are included for support and management functionality from the app development.

Preventing and ending misuse and improper use

Misuse and improper use can include:

- attacks on and breaches of technical security such as hacking and DDoS attacks;
- if others (with or without permission) use someone's digital identity to view data and messages in MijnCN or to adjust the BerichtenboxCN.

The Belastingdienst CN combats misuse and improper use in order to:

- ensure continuity of our services;
- prevent people from falling victim to cybercrime such as phishing.

The Belastingdienst CN works together with other public service providers to combat fraud. We take every report seriously. When it comes to phishing, we take the relevant websites, apps and domain names offline as a precaution. This reduces the chance that criminals can abuse sensitive data.

We cooperate with our chain partners in investigations that identify possible misuse and improper use of our services. If there are indications of misuse or improper use of the CRIB number and CRIB authorisation or MijnCN, the Belastingdienst CN may investigate this further. The Belastingdienst CN and its partners may share data with each other if this is permitted by BES legislation. Based on the results of the investigation, the Belastingdienst CN can decide whether measures are necessary, such as interrupting or terminating access via CRIB or CRIB Authorisation to MijnCN or BerichtenboxCN.

If others can view personal data in a MijnCN account that is not theirs, or read messages that are not intended for them, the person whose MijnCN account it may fall victim to identity fraud. In close collaboration with other government organisations, the Belastingdienst CN help people when things go wrong. If there is identity fraud or potential identity fraud, the Belastingdienst CN will guide you in checking your MijnCN account. This way, your data and messages remain personal, and you can arrange your affairs with the government digitally.

All data mentioned in section 4 can be used to prevent and end misuse and improper use. However, only the most necessary data are used for the research. Which data that may be varies per situation.

5. Cookies and statistical information

MijnCN collects statistics in a system for analysis purposes. This is done to tailor MijnCN even better to the user. A cookie with an anonymous visitor ID is used for this purpose. In addition, part of the IP address is registered so that we can see from which countries people are using MijnCN.

The traceability to the original IP address is limited as much as possible by removing the last two groups of numbers from each IP address. The remaining part of the IP address can therefore no longer be traced back to an individual person. There is therefore no question of personal data anymore.

In order to use MijnCN, so-called session cookies are created as soon as the user logs in. A session cookie is necessary for the use of MijnCN. The session cookie disappears when the user logs out or when the session automatically expires after a certain time.

MijnCN also uses a permanent cookie. This is created, among other things, when the smart banner, with which the MijnCN website draws attention to the BerichtenboxCN app, is clicked away or when someone uses a mobile phone and comes to MijnCN via the website. A message will then appear that there is also a mobile version, namely the Berichtenbox app. A permanent cookie is used to prevent someone from receiving the smart banner again in the first 30 days after clicking away. This cookie does not contain any personal data.

6. To whom are personal data provided?

MijnCN provides the CRIB number and the message preference (if the user wants to receive messages from these customers) to government and other organisations that are connected to MijnCN's BerichtenboxCN. These are provided so that the government or other institution can deliver messages to MijnCN on this basis, and MijnCN can confirm the delivery of these messages to this government or other institution. MijnCN provides information on whether or not a user has activated their MijnCN account to government and other organisations that have designated the BerichtenboxCN as a mandatory channel for electronic messaging (for example, the Belastingdienst CN).

The Belastingdienst CN uses a private party for its user support, which provides 'first-line support'. In addition, the Belastingdienst CN uses the services of a private party to conduct customer satisfaction surveys in order to see whether the user is satisfied with the assistance provided.

These parties process personal data of users who contact the MijnCN Helpdesk on behalf of the Belastingdienst CN. Processing agreements have been concluded with these parties. These processors also process personal data when you contact the MijnCN Helpdesk.

Furthermore, no personal data will be provided to third parties without the user's prior unambiguous consent. Exceptions to this are a legal obligation to provide data (such as the legal obligation to provide data to investigative services upon request) or the provision of data to a government body or legal entity with a legal task that is necessary to ensure security and reliability from MijnCN.

This means, among other things, that in the event of security incidents, in order to prevent and end misuse and improper use of MijnCN, the Belastingdienst CN may inform the authentication service CRIB and the affiliated government or other organisations involved and provide the necessary data.

7. Retention of personal data

Personal data are kept on computer servers located on Dutch territory and managed by the Belastingdienst CN. The data processed for MijnCN must be stored in accordance with the applicable legal retention periods. These deadlines have been set to provide citizens with certain information if they request it and to comply with the duty of care of the Minister of the Interior and Kingdom Relations to guarantee the security and reliability of these facilities.

The prescribed retention period may differ per personal data because different security aspects apply. The retention periods for MijnCN vary between a maximum of 18 months and a maximum of 10 years.

When using the BerichtenboxCN app, attachments are saved locally when opened and remain stored as long as the app is on the mobile device. Other personal data, which are shown in the BerichtenboxCN app, are not stored locally. Personal and other data stored locally on mobile devices are protected by an encryption token.

8. Your rights regarding your personal data

We process your personal data in connection with the purposes described above.

With regard to this processing, you can exercise the following rights by sending your request to MijnCN:

- Right to find out whether we process your personal data and the right to inspect your personal data.
- Right to correct, supplement or limit the processing of your personal data, taking into account the purposes described above.
- Right to delete your personal data, for example, if this data is no longer necessary for the purposes described above.
- Right to object to the processing of your personal data for reasons relating to your specific situation.

As a user of MijnCN, your username, CRIB number, email address and usage history can be viewed by logging in to the MijnCN website. You can change the email address yourself.

9. Security of your personal data

We have taken appropriate technical and organisational measures to protect your personal data. Information security also includes the measures to guarantee the reliability of MijnCN. In order to identify and stop misuse and improper use of MijnCN, we carry out checks on the data. If a MijnCN account is no longer in safe hands, we can take appropriate measures. The BerichtenboxCN app complies with security measures comparable to the MijnCN website's security measures. The BerichtenboxCN also uses the security mechanisms of the mobile device's operating system. The user is solely responsible for the security of their mobile device. Updates for the BerichtenboxCN app are available for download now and again and can be installed via the app store. These updates are

intended to improve, expand or further develop the apps and may consist of fixes for programming errors, advanced features, new software modules or completely new versions. Without these updates, the BerichtenboxCN app may not work or not work properly.

10. Amendment to the privacy statement

We may always amend this privacy statement. In that case, we will publish the amended privacy statement on our website <https://www.belastingdienst-cn.nl>, after which this privacy statement will take effect immediately.

The BES Personal Data Protection Supervisory Committee externally monitors compliance with privacy legislation. You have the right to submit a complaint about the Belastingdienst CN to the committee.