

Statement regarding the processing of personal data by the NSSO

1. Processing of personal data by the NSSO

As part of its legal responsibilities and its support activities, the National Social Security Office (NSSO) processes personal data (i.e. data with which you can be directly or indirectly identified). The NSSO attaches great importance to the protection of your personal data.

Naturally, this means that all processing of your personal data is done in accordance with the applicable legislation, including the General Data Protection Regulation (GDPR).

The NSSO is part of an electronic social security network, developed by the Crossroads Bank for Social Security (CBSS). You can find out more about the social security network [here \(in Dutch\)](#).

2. Who is the data controller for processing?

For the services provided by the NSSO as part of its legal responsibilities and its support activities, the NSSO is the data controller for processing. You can find an overview of these services [here \(in Dutch\)](#).

3. For what purposes does the NSSO process personal data?

The NSSO processes personal data to fulfil its legal responsibilities.

The main basic responsibilities of the NSSO are:

- collecting and managing employers' and employees' social security contributions with which the NSSO funds the various branches of social security;
- collecting and disseminating basic administrative data for the benefit of other social security institutions;
- statistical support to formulate and evaluate social policies, for scientific research or for information to the public in general;
- certain responsibilities of the 'Social Maribel', the overseas social security and social security for seafarers.

The basic responsibilities of the NSSO are complex processes comprising a large number of activities:

- identifying employers
- registering and verifying declarations
- verifying compliance with the rules and supporting employers
- tackling social fraud
- collecting contributions
- funding the social security
- informing the public

- acting as the Social Maribel Fund for the public sector
- organising the "Vorming 600" project
- organising the 'Overseas Social Security'
- organising social security for seafarers

The NSSO also processes personal data in the context of specific support activities for the implementation of its statutory tasks:

- the recruitment of staff
- the filling of internships for students

You can find out more about the NSSO [here \(in Dutch\)](#).

4. What is the legal basis for the processing?

The processing of personal data by the NSSO in the context of the statutory tasks is based **primarily (but not exclusively)** on the following basic legislation and accompanying implementing decrees:

- Law of 27 June 1969 amending the Decree-Law of 28 December 1944 on the social security of workers;
- Law of 29 June 1981 on the general principles of social security for employees;
- Law of 17 July 1963 on the overseas Social Security;
- Decree-Law of 7 February 1945 on the social security of merchant seamen;
- Law of 16 June 1960 that places the bodies in charge of managing the social security of the employees of Belgian-Congo and Ruanda-Urundi under the control and guarantee of the Belgian State, and that provides for a guarantee by the Belgian State of the social services for these insured employees;
- Law of 15 January 1990 establishing and organising a Crossroads Bank for Social Security;
- Law of 5 May 2014 embedding the principle of unique data collection in the operations of the departments and bodies belonging to or performing tasks for the government, and simplifying and harmonising electronic and paper forms;
- The social penal code.

You can find a more extensive list of relevant laws and regulations [here \(in Dutch\)](#).

The processing of personal data by the NSSO in the context of the above support activities is based on the fact that you provide your personal data in the context of an application for employment or an internship at the NSSO.

5. Which categories of personal data does the NSSO process?

In order to fulfil its legal responsibilities, the NSSO mainly processes the following categories of personal data:

- Personal identification data: name, address, contact details (telephone number, e-mail address), national registry number, social security identification number, enterprise number of the employer-natural person;
- Electronic identification data when using the website and online applications: IP address, cookies, connection times;
- Data regarding employment, wages and work times of employees;
- For the purposes of administering overseas social security and social security for seafarers: certain data regarding health, family composition, all the information required to determine social rights pursuant to the applicable laws and regulations, for the pensions of divorced persons: an extract from the criminal record.
- Financial data necessary for the collection and recovery of the amounts payable to the NSSO: bank account number, statement of payments, debts and credits vis-à-vis the NSSO.
- Data required to apply the system for offsetting social and fiscal debts: overview of payments, debts and credits vis-à-vis the FPS Finance.
- In the event of an investigation, administrative or judicial sanctions, and legal claims: certain judicial data.
- Only for (candidate) participants in the "Vorming 600" project: certain data on studies and training.

In order to perform these support activities, the NSSO primarily processes the following categories of personal data:

- For (candidate) participants in a selection for recruitment as staff: identification data (name, address, National Register number), contact details (telephone number, e-mail address), statistical data (gender, date of birth), evaluation data (diplomas, work experience, interests), selection test results;
- For (candidate) participants in a student internship: identification data (name, address, National Register number), contact details (telephone number, e-mail address), statistical data (gender, date of birth), evaluation data (educational institution and level, courses followed), internship planning (details of the terms of the internship and additional information provided);
- For (candidate) supervisors of student internships: identification details (name, school address), contact details (telephone number, e-mail address).

6. With whom can we share your personal data?

Your personal data will not be shared with third parties, except pursuant to legal obligations. Your personal data may be communicated by the NSSO to the following categories of recipients:

- Other social security institutions and, by extension, all bodies belonging to the social security network, in principle via the Crossroads Bank for Social Security (CBSS). You can find out more about the social security network [here \(in Dutch\)](#);
- Government agencies if they need this information to fulfil their legal responsibilities;

- Judicial actors (including the public prosecutor's office, investigating judges, clerks, courts and tribunals) and police forces in the context of an investigation or dispute;
- The processors used by the NSSO, for example for IT services and hosting, lawyers and bailiffs for the collection of contributions and disputes;
- Third parties for which you have consented to the requesting of certain data may receive this data in certain cases;
- Third parties who are explicitly authorised to do so by the Commission for the Protection of Privacy. You can find an overview of these authorisations [here](#).

7. Is the disclosure of data restricted to the EU or EEA?

The disclosure of personal data almost always takes place with actors from EU countries or countries of the European Economic Area (EU countries, Norway, Iceland, and Liechtenstein). If your personal data is shared with actors from other countries, we will ensure that these countries offer sufficient guarantees in terms of privacy protection. This relates in particular to communications of personal data in the context of Limosa reports, or in the context of contacts with recipients of social security in the overseas social security system who are located outside the EEA.

8. How long are your personal data kept for?

Your personal data will not be kept longer than is necessary to achieve the objectives of the processing. In principle, this means that your personal data will only be stored by the NSSO for the time necessary for the administration of social security, or for the duration of the selection for recruitment as staff or for the duration of the student internship.

One of the basic responsibilities of the NSSO involves collecting and disseminating basic administrative data for the benefit of other social security institutions. These legal responsibilities require that your personal data are kept for a long period, sometimes even after your death. Examples include the data required to determine the social rights of your surviving relatives.

In addition, this data storage also takes into account limitation periods and the storage necessary for archiving in the general interest, scientific or historical research or statistical purposes.

9. What does the NSSO do to prevent abuse or unauthorised access?

The persons involved in the administration of social security can only receive communication of the personal data they need to administer the social security.

All employees of the NSSO and of the processors contracted by the NSSO are legally, statutorily or contractually obliged to guarantee the confidential nature of your personal data. To handle confidential personal data correctly, all employees of the NSSO are systematically informed of the internal security measures and are trained to apply the procedures and comply with the guidelines.

To ensure that your data is protected against, inter alia, unauthorised access, unlawful use, loss or unauthorised changes, the NSSO uses various security techniques and procedures. Different levels of security are applied for the different services offered by the NSSO. Depending on the security level, you will be asked to submit a number of data for your registration, identification and authentication. For online applications, you can also use your electronic identity card with an identity certificate or a recognised digital key such as itsme. You can find out more about your digital keys to obtain secure access the online services of the government [here](#).

10. How can you consult your data, check its accuracy and correct it if necessary?

You can find a detailed overview of your career data in straightforward language and an accessible form - once you have registered with your digital key - at [mycareer.be](#). If you observe that the career data displayed are incomplete or inaccurate, there are two ways to report this:

- via the [contact form](#) on the site mycareer.be;
- by directly contacting the social security contact centre at 02/509.90.90. The contact centre can be reached Monday to Friday from 7.00am until 8.00pm.

You can submit a request for access to other personal data (other than your career data) for which the NSSO is the responsible party for processing, in 2 ways:

- via the [contact form](#);
- by reporting in person to the offices of the NSSO along with your identity card
Victor Hortaplein 11, 1060 Brussels
visiting hours: Monday to Friday from 9.00am until 11.30am or by appointment
telephone: 02 509 59 59 Monday to Friday from 8.30am until 5.00pm.

11. Where can you lodge a complaint?

You have the right to lodge a complaint if you suspect that the processing of your personal data is not done in accordance with the applicable legislation.

For specific complaints regarding the processing of your personal data by the NSSO, you can report to:

- the Data Protection Officer (DPO) of the NSSO: GDPR@onssrszls.fgov.be
- the Data Protection Authority (DPA). You can find the contact details of this agency [here](#).

For general complaints regarding the services provided by the NSSO, you follow the [general complaints procedure](#).

How can you lodge general complaints?

- Via the [online contact form](#)
Select "Complaint about the NSSO"
- By post: NSSO/Complaints - Victor Horta 11 - 1060 Brussels
- By fax: 02/509.29.30

Please indicate:

- your name and address — the NSSO does not handle anonymous complaints
- your enterprise number or NSSO number (where applicable)
- the date
- a clear description of the complaint
- the name of the department which is the object of your complaint (where applicable)