



# You were refused entry at the border and were claimed by another country pursuant to the Dublin Regulation

You can ask your supervisor for help if you have difficulty reading this information.

You are receiving this fact sheet because you were refused entry at the border. It has become evident from your asylum application with the Immigration and Naturalisation Service (IND) that you set foot in another European country first. This means that another European country is responsible for processing your asylum application. You were not granted entry into the Netherlands until it can be clarified which European country will be processing your asylum application. Until then you will stay at a detention facility for foreign nationals, pursuant to Article 6 of the Aliens Act.

## What is the Dublin Regulation (EU Regulation No 604/2013)?

The Dublin Regulation (EU Regulation No 604/2013) is a European Regulation. This Regulation stipulates how to determine which country is responsible for processing a particular asylum application.

## Departure from the Netherlands

The IND will ask the responsible European country to take over and complete the asylum application procedure. Once the European country in question has agreed, the IND will provide you with information and your asylum application will be turned down in the Netherlands. The Repatriation and Departure Service (R&DS) will book you a flight as soon as the date of your transfer to the relevant European country is known.

If the European country in question does not agree, the IND will proceed to process your asylum application. The IND will then decide where you should wait while your asylum application is processed. If your asylum application is turned down and you must leave the Netherlands, the R&DS will start to arrange your departure from the Netherlands.

## The Repatriation and Departure Service's role

The R&DS will not have any further contact with you until the other European country has agreed to or rejected its responsibility. Your departure will not be discussed until such time. You can contact your lawyer, someone from the Dutch Council for Refugees (Vluchtelingenwerk Nederland, VWN), or a supervisor at the R&DS for information on the current state of affairs for your procedure.

## Protection of your privacy

The R&DS believes it is important that the return process is transparent, clear and reliable. For this reason, we carefully handle all personal data that we collect to realise departure from the Netherlands. We act in accordance with the applicable laws and regulations.

On the Privacy page on the website of the R&DS you will always find the latest version of our privacy statement with the following topics included: what personal data do we process, how do we get access to these personal data, use of cookies, the purpose of and the legal basis for the processing of personal data, the personal data storage period, third parties access to your personal data, security of your personal data, automated decision making, questions and requests about exercising your privacy rights.

## To conclude

This fact sheet is a representation of laws and regulations, in which legal terms and descriptions have been avoided whenever possible. The fact sheet does not serve as a replacement of the applicable laws and regulations that remain in full force. More information is also available at the R&DS's website: [www.dtenv.nl](http://www.dtenv.nl)

### *Complaints*

Do you have a complaint about the R&DS or about one of the R&DS officers? You can file a complaint if the incident took place less than a year ago. You can do so via the website: [www.dtenv.nl](http://www.dtenv.nl) or in writing.

You can send your letter to:

The Repatriation and Departure Service

Attention: ILC

PO Box 164

2501 CD The Hague

It is not possible to submit a complaint in any other way. Filing a complaint will not have any influence on your residence status.