



Ministry of Foreign Affairs

Arrested abroad

Argentina Australia Austria Belgium Brazil Canada Chile Colombia Czech Republic Denmark Egypt Estonia Finland France Germany Greece Hungary Iceland Ireland Israel Italy Japan



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Contents

| | |
|--|-----------|
| Introduction | 4 |
| 1. I have been arrested abroad. What happens now? | 5 |
| 2. What should I do to get help? | 5 |
| 3. Who can help me? | 5 |
| 4. How do I nominate a contact person in the Netherlands? | 6 |
| 5. What sort of help will I get? | 6 |
| 6. What sort of help will I not be able to get? | 8 |
| 7. Can I serve my sentence in the Netherlands? | 8 |
| More information | 9 |
| 8. Finding legal assistance | 9 |
| 9. Legal representation | 9 |
| 10. Criminal proceedings | 10 |
| 11. Parental responsibility for children under 18 | 11 |
| 12. The situation in prison | 11 |
| 13. Keeping your Dutch nationality | 12 |
| 14. Receiving money in prison | 13 |
| 15. More about serving your sentence in the Netherlands | 13 |
| 16. Dutch organisations that can help you while you are in prison | 14 |
| 17. Final points | 17 |
| 18. List of contact details | 18 |

Introduction

You have received this brochure because you have been arrested in a foreign country. As a Dutch national, you can get help from the Dutch government after your arrest. This help is called consular assistance. This brochure explains what consular assistance is and what help is available to you.

This brochure will answer your questions about being imprisoned abroad.

1. I have been arrested abroad. What happens now?
2. What should I do to get help?
3. Who can help me?
4. How do I nominate a contact person in the Netherlands?
5. What sort of help will I get?
6. What sort of help will I not be able to get?
7. Can I serve my sentence in the Netherlands?

If you have more questions, see the ‘More information’ section, which covers:

8. Finding legal assistance
9. Legal representation
10. Criminal proceedings
11. Parental responsibility for children under 18
12. The situation in prison
13. Keeping your Dutch nationality
14. Receiving money in prison
15. More about serving your sentence in the Netherlands
16. Dutch organisations that can help you
17. Final points
18. List of contact details

If you still have questions after reading this brochure, contact the consular officer at the Dutch embassy or consulate in your region. You can find the addresses of Dutch embassies and consulates at www.netherlandsworldwide.nl/contact/embassies-consulates-general.

No rights may be derived from the information contained in this brochure.

1. I have been arrested abroad. What happens now?

If you have been arrested abroad, you should contact a local lawyer as quickly as possible. That is your right. The lawyer will defend you in court.

Foreign laws and sentencing are often different to those in the Netherlands. Dutch nationals abroad must follow the rules of the country they are in. When you travel abroad, you are subject to the laws and the criminal justice system of the country you are in.

2. What should I do to get help?

If you need consular assistance and want to contact the consular officer at the Dutch embassy or consulate, you should ask the local authorities (for example officials at the prison). The local authorities will tell the Dutch embassy or consulate that you have been arrested.

The consular officer will send you a consent form. Fill in the form and send it back. You can give the consular officer permission to:

- record your information
- provide you with consular assistance.

Personal data protection

The Ministry of Foreign Affairs will not give any information about you to other people or organisations without your permission. Not even to your family or friends. This is to protect your privacy and to prevent misunderstandings.

If you fill in a contact person in the Netherlands on the form, that person will also receive information relating to you. Your contact person can tell the people at home, for example your partner, parents and children.

The law allows the Ministry of Foreign Affairs to pass your details to other government organisations. This is done to check if you receive any benefits, for example.

3. Who can help me?

The Dutch government provides consular assistance. This will be provided by a consular officer who works at the Dutch embassy or consulate. The embassy or consulate is part of the Ministry of Foreign Affairs.

If you are a Dutch national or you have a valid Dutch alien's or refugee passport, you have the right to contact the Dutch embassy or consulate.

You will be in contact with the consular officer in the country where you have been arrested. In many countries, there are also Dutch honorary consuls who can help. But you should always contact the embassy or the consulate first.

Your family can stay in contact with a consular officer based at the Ministry of Foreign Affairs headquarters in the Netherlands. This will be a member of staff from the Case Management Group (HDCV/NWW/CM).

Who will help if I have dual nationality?

If you are a Dutch national and also a national of the country where you have been arrested, the Dutch embassy or consulate will try to help you. Just as they would for prisoners with only Dutch nationality. However, the local authorities in the country you are in must give permission. In some countries, the Dutch embassy or consulate is not permitted to give consular assistance if you are also a national of that country.

If you are a Dutch national and a national another country but not the one where you have been arrested, you can choose which country you want to receive consular assistance from.

For example: if you hold Dutch and Italian nationality and you have been arrested in Costa Rica, you must decide whether you want consular assistance from Italy or the Netherlands.

4. How do I nominate a contact person in the Netherlands?

It is important that you nominate a contact person in the Netherlands. You should write the name of your contact person on the consent form. A consular officer will contact that person in the Netherlands and tell them:

- how you are doing
- the name of the prison you are in
- how your family can contact you.

Important: choose a contact person you trust. Someone you know well and who is aged 18 or over. For example your partner, a family member or a good friend.

Your contact person will receive a letter. This letter will give the name and telephone number of the consular officer. The Ministry of Foreign Affairs will also give your contact person the address of the prison.

If the ministry has the name and telephone number or email address of your lawyer, the consular officer will give this to your contact person. Your contact person can call the consular officer with any questions or information.

Family members of someone who has been arrested in Aruba, St Maarten, Curaçao or the Caribbean Netherlands can contact the Dutch representations on these islands. The addresses are given at the end of this brochure in Section 18 'List of contact details'.

5. What sort of help will I get?

After being notified of your arrest, the consular officer will contact you as quickly as possible. The consular officer will visit you or call you, or will send you written information. This is sometimes difficult to arrange and can take a long time. In some cases, the consular officer will need permission from the local authorities before contacting you.

The consular officer will always keep trying to contact you.

The consular officer will advise, inform and assist you. The consular officer can only help you if the foreign local authorities allow it.

If necessary, the consular officer will refer you to other organisations that can help you further.

For prisoners abroad, the Ministry of Foreign Affairs makes a distinction between:

- countries where the basic assistance package is provided (countries not of concern)
- countries where the basic package *and* extra tailored assistance are provided (countries of concern).

List of countries not of concern (basic package):

Andorra - Australia - Austria - Belgium - Bulgaria - Canada - Croatia - Cyprus - Czech Republic - Denmark - Estonia - Finland - France - Germany - Greece - Hungary - Ireland - Iceland - Italy - Latvia - Liechtenstein - Lithuania - Luxembourg - Malta - Monaco - New Zealand - Norway - Poland - Portugal - Romania - San Marino - Singapore - Slovakia - Slovenia - Spain - Sweden - Switzerland - United Kingdom - Vatican City

If you are imprisoned in a country on the list above, you will receive the basic package of consular assistance.

Basic package

Every prisoner receives standard consular assistance (the basic package). This consists of:

1. Written information about the ministry's consular assistance and about help for prisoners provided by other organisations.
2. 1 personal visit by a consular officer from the embassy or the consulate; if necessary by telephone and/or written contact.
3. A consular officer from the ministry who maintains contact with and gives information to your contact person in the Netherlands.
4. Contacting the local authorities about how Dutch prisoners are looked after. The embassy or consulate will ask the local authorities to take extra care and measures if a Dutch prisoner is not coping well.
5. Help with social reintegration and additional legal assistance. Some organisations provide this assistance with funding from the government. To receive this legal assistance, you must give permission on the consent form.
6. Comeback Magazine. This is a magazine with information about consular assistance, social reintegration, legal aspects and social and psychological care.

Extra tailored assistance package

If you have been imprisoned in a country that is not on the list above, you will receive the basic package plus an extra tailored assistance package. This extra package consists of:

1. Extra visits by a consular officer from the embassy or the consulate, as well as telephone and/or written contact.
2. Money each month. If you are a Dutch national and you have been imprisoned for more than 30 days in a country that is not on the list above, you will receive the €30 per month or goods to approximately the same value. This is an extra amount to cover the day-to-day necessities in prison. You do not have to repay this money. However, the prison governor, or someone else who makes decisions, will have to give approval for you to receive the money. The embassy or consulate will pay the money once a month or once every 3 months. You will need to sign a letter stating that you have received the money. This is for administration purposes.
3. Money for necessary medical treatment if you are ill in prison. You will only receive this if the local authorities cannot provide the medical treatment you need and you or your family cannot pay for the treatment.
4. Social and psychological care from other organisations. This includes personal visits, if permitted by the country where you are in prison.

The consular officer will give you information about:

- finding legal assistance
- keeping your Dutch nationality
- parental responsibility if you have children under 18
- receiving money in prison.

Read more about these 4 points later on in this brochure, under 'More information'.

6. What sort of help will I not be able to get?

The consular officer will not be able to resolve all the problems caused by your imprisonment.

Please note: consular assistance is not legal assistance. It is important that you find a local lawyer as quickly as possible. Only a lawyer can defend you in a court case. If you need help finding a local lawyer, see Section 8 'Finding legal assistance'.

There is a list of Dutch organisations that might be able to help during your imprisonment at the back of this brochure. These organisations receive money from the Dutch government for this purpose.

7. Can I serve my sentence in the Netherlands?

In some cases, you can serve some or all of your sentence in the Netherlands. This is only possible with permission from the relevant authorities.

This is called transfer of sentence. The procedure depends on where you are imprisoned:

1. The Enforcement of Criminal Judgments (Transfer) Act (WOTS) applies to countries outside the European Union (EU).
2. The Criminal Judgments and Probation Decisions (Mutual Recognition and Enforcement) Act (WETS) applies to countries within the European Union (EU) that have incorporated this Dutch legislation in their national legislation.
3. The Enforcement of Criminal Judgments (Transfer) Country Ordinance (LOTS) applies to the Caribbean Netherlands, Aruba, Curaçao and St Maarten.

Please note: there are countries with which the Netherlands has no arrangements for transfer of sentence.

Speak to your local lawyer early on about transferring your sentence. It could be important for how you approach your case. Sometimes, for example, it is better to end the proceedings as quickly as possible. For instance, by not lodging an appeal. That could entitle you to an earlier transfer of sentence to the Netherlands. Your lawyer will decide what is best in your situation.

Applying to serve your sentence in the Netherlands

If you wish to be considered for WOTS or LOTS, let the prison management know. In the case of WETS, you cannot submit a request yourself. This can only be done by the country where a court has sentenced you.

The consular officer will tell you about the local procedures for transfer of sentence under WOTS, LOTS or WETS.

Read more about serving your sentence in the Netherlands under 'More information'.

More information

8. Finding legal assistance

Your defence against the criminal charge is your responsibility. You must get help from a local lawyer. You can choose and pay for a lawyer yourself. If you don't have the money to pay for a lawyer yourself, the country where you are imprisoned must provide a lawyer for you. The country will do this at little or no cost to you.

The consular officer is not allowed to interfere with the details of your case and will not conduct any investigations. The consular officer cannot get you better treatment. The consular officer cannot arrange for you to be released on bail. The consular officer has no legal training, and cannot provide legal assistance. The consular officer can, however, explain how you can get legal assistance and give you a list of local lawyers.

9. Legal representation

Private lawyer

If you are suspected of committing a criminal offence, you have the right to legal representation in nearly all countries.

You can look for a private lawyer. You will have to pay for the lawyer yourself. The consular officer can help you find a lawyer and has a list of local lawyers. You can choose someone on the list or you can carry on looking for another lawyer yourself.

The consular officer is not responsible for how your chosen lawyer defends you or for the outcome of your case. The lawyer's fee (costs) will be agreed by you and the lawyer.

If you are in prison in a foreign country, the Dutch government will not pay for your defence. The government will not lend you any money to pay for a lawyer.

You can also pay for a Dutch lawyer to advise your local lawyer. But a Dutch lawyer cannot defend you in a foreign court.

Pro bono lawyer

If you don't have enough money to pay for a lawyer yourself, the court will appoint a *pro bono* lawyer for you. *Pro bono* means that you pay nothing or just a small amount for this lawyer. This will depend on the country you are in.

What a *pro bono* lawyer does for you will be different in different countries. Most *pro bono* lawyers only do essential work. They will not visit you very often, because a visit to the prison will take up much of their time.

If you are unhappy with the help your *pro bono* lawyer gives you, you can ask the court to find you another *pro bono* lawyer. But note that the court is not required to appoint a new lawyer. And a new lawyer is not necessarily better.

10. Criminal proceedings

- Criminal proceedings in foreign countries are often different to in the Netherlands:
- The proceedings could take longer or, alternatively, could be very quick.
- Legal representation is usually less comprehensive than in the Netherlands.
- Sentences can be much more severe.

The phases in criminal proceedings are often the same as in the Netherlands:

1. arrest
2. questioning/interviewing
3. provisional detention
4. court hearing
5. court judgment

The consular officer will tell you in broad terms about the local legal system. The consular officer will not give you advice about your case itself. You can discuss the details of your case with your lawyer.

Interpreter

If you don't speak the local language, it might be difficult to follow what is happening in court. You have the right to understand what you are being charged with and what is being said at the court hearing.

If you are asked to sign a statement, make sure that you understand the text properly before you sign it. You can ask for the text to be translated into a language you understand. The consular officer cannot act as an interpreter or a translator, but they can explain how to find an interpreter.

If you do not have a good enough understanding of the local language, you must make this clear. The local authorities must appoint an interpreter for you for the court hearing.

If you have already signed a written statement or document, or if you have attended a hearing where you did not understand the language, then you should tell your local lawyer and the consular officer.

Position during the proceedings

Your position during the proceedings is important for your case and the severity of your sentence.

Your position could be:

1. to confess
2. to deny
3. to remain silent.

In many countries, your position during the proceedings and your behaviour in prison will be important. This will affect the sentence you are given. If you wish to make a statement or agree to a fine or settlement, you should ask your local lawyer for advice.

Legal remedies

If you do not agree with the court's judgment, you can lodge an appeal. If you lose the appeal, you can lodge another appeal, called an appeal in cassation. Discuss the possible consequences with your lawyer beforehand. The consular officer cannot advise you on this.

11. Parental responsibility for children under 18

If you have parental responsibility for 1 or more children under the age of 18, you might not be able to exercise this responsibility while you are in prison. If the other parent also has responsibility, they can take decisions about the children. These could be decisions about school or medical treatment.

If there is no other parent with responsibility for your children, and other relatives are going to look after them, those relatives must contact your municipality's youth care agency (Jeugdzorg) in the Netherlands to make arrangements.

12. The situation in prison

General

You must obey the rules of the prison or remand centre. When you arrive, you will usually receive a brochure with the rules. If you do not follow the rules, you could be punished by the prison management. Punishments may include not being allowed to buy anything from the prison shop or make any calls.

Language

In some cases, you can take a language course in prison. Learning to speak, read and write in the local language can be useful. It will then be easier to speak to other prisoners and prison staff. Ask the prison management whether this is possible.

Visiting

The rules for receiving visitors differ from prison to prison. Visits must comply with certain conditions, for example:

- The prison management must give permission.
- Not everyone is allowed to visit you. Sometimes only immediate family is allowed.
- Visitors are subject to strict security regulations.
- Visitors must comply with dress codes.

Ask the prison management what the visiting rules are. Your lawyer can also tell your family and other relatives about the visiting rules.

Medical care

There is usually a prison doctor who takes care of prisoners' health. If you are ill, talk to the doctor as soon as possible and ask for the medication you need. Sometimes written information will be required from your doctor(s) in the Netherlands. If necessary, the consular officer can help you with this. In most cases, medical care in prisons is limited to essential treatment.

Complaints

If you have a complaint about how you are being treated in prison, you can discuss this with the consular officer. The consular officer will then see what they, your lawyer or you yourself can do. It is often better for you to discuss your complaint yourself with the prison management first.

If you are not satisfied with your lawyer, the consular officer can explain how to get a different lawyer.

Work

In a number of countries, you can work in prison. Sometimes you will be paid for this. In many cases, you can only work after your trial has ended. Ask at the prison what the options are.

Study opportunities

The International Office of the Dutch Probation Service offers written courses. These include language courses, basic education courses and a few vocational courses.

In some cases, if you and your family do not have enough money to pay for a course, the Dutch probation service will pay. You will need permission from the prison management to study and to receive textbooks. In some cases, you will also need permission from the public prosecutor.

It is not always possible to sit exams in prison. If you want to sit an exam in prison, state this on the probation form you receive. Or tell your volunteer visitor (see Section 16) or the consular officer. You will then be sent an information pack with forms for you to register. Or you can apply for a course yourself. For example, with The Open University or the LOI (Leidse Onderwijsinstellingen).

Social security benefits

Dutch prisoners in the Netherlands do not receive unemployment benefit, social assistance benefit or old-age pension (AOW). Dutch prisoners abroad do not receive those either. The Ministry of Foreign Affairs is required to give your details to the Dutch benefits agencies. This has been the case since 1 January 2014.

You are also required to tell the relevant benefits agencies yourself that you are in prison. These agencies include the Social Insurance Bank (SVB) or the Employee Insurance Agency (UWV). You can do this through your contact person or directly through the Dutch government agency which pays your benefit.

If you receive benefits by mistake while you are in prison, you will have to pay them back to the Dutch agency that paid them to you.

Receiving parcels

Do you wish to receive a parcel in prison? In some countries, your family or other relatives can send goods to you in prison. The rules for receiving parcels differ from country to country and prison to prison. For most parcels, there is a maximum size and weight. Prison staff will inspect the contents of the parcel. Many items, such as glass jars, are not permitted. Ask at the prison what the rules are for receiving parcels.

13. Keeping your Dutch nationality

If you have another nationality besides Dutch nationality, and you are outside the European Union (EU), you could lose your Dutch nationality while you are in prison.

As a Dutch national with dual nationality, you could lose your Dutch nationality automatically. This can happen if you stay outside the Kingdom of the Netherlands (the Netherlands, Aruba, Curaçao, St Maarten) or the EU as an adult for 13 years or more.

There are 2 ways in which dual nationals can avoid losing their Dutch nationality:

1. by going to live in the Kingdom of the Netherlands or the EU again for at least 1 year before the end of the 13-year period; or
2. by obtaining a new Dutch passport or a certificate of Dutch nationality before the end of the 13-year period.

A new period of 13 years will then start in which they will remain a Dutch national. This must be done every 13 years.

If you think that you are going to lose your Dutch nationality during your imprisonment, apply to the Dutch embassy or consulate for a certificate of Dutch nationality. It is not possible to apply for a new Dutch passport while you are in prison. You will have to pay for the certificate of Dutch nationality yourself.

14. Receiving money in prison

If you are in prison in a country of concern, you will receive a monthly allowance of €30 for living costs. This is part of the extra tailored assistance package.

Your family or friends may also send you money. How this works depends on the country you are in.

Ask at the prison how your friends or family can send you money. If it is not possible to transfer money directly, your family or friends can contact the Dutch embassy or consulate and arrange to transfer money to the account of the Ministry of Foreign Affairs. The consular officer will explain to your contact person how to do this.

Once the money is in the account of the Ministry of Foreign Affairs, the consular officer will pay the money to you. Please note: the consular officer needs authorisation from the ministry to do this. In some cases, you will receive the money at the next visit. You will have to pay a one-off fee of €50 to the Ministry for this financial mediation.

Please note: the Dutch embassy or consulate will not:

- pay fines for you
- make advance payments
- lend you money.

15. More about serving your sentence in the Netherlands

| 13 |

1. WOTS applies to countries outside the European Union (EU). The Netherlands must have signed a transfer treaty with the country in question. WOTS also applies in EU countries where WETS does not yet apply. The Netherlands or the country where you are in prison can refuse a transfer request to the Netherlands without giving a reason.
2. WETS applies to countries within the European Union (EU) which have incorporated it into their national legislation. The Netherlands did so in 2012. A sentence can be transferred under WETS if you were convicted after 5 December 2011. If you were convicted on or before 4 December 2011, WOTS still applies.
3. LOTS applies to the Caribbean Netherlands, Aruba, Curaçao and St Maarten.

WOTS/WETS

In the Netherlands, the Ministry of Justice and Security in The Hague is responsible for transfer of sentence. If you have questions about the rules, you can contact the International Transfer of Criminal Judgments Division (IOS). Call the WETS/WOTS information line: on +31 (0)88 072 5963.

Your contact person and your lawyer can also call this number if they have questions about transfer of sentence. Or you can find more information at www.dji.nl (search for 'WOTS' or 'WETS').

LOTS

In the Caribbean Netherlands and Curaçao, transfer of sentence is the responsibility of the Attorney General. In Aruba and St Maarten, the Minister of Justice is responsible for transfer of sentence. If you need more information, contact these organisations. You can find contact details at the end of this brochure.

16. Dutch organisations that can help you while you are in prison

The Ministry of Foreign Affairs gives funding to external parties that help prisoners with:

1. additional legal assistance
2. social reintegration
3. social and psychological care

Additional legal assistance

The Dutch government gives funding to two independent legal organisations:

1. Lawyers Across Borders
2. Dutch&Detained

With the funding, these organisations provide additional legal assistance. They work to ensure that Dutch prisoners are treated fairly and that proper legal procedure is followed.

Examples of this legal assistance include informing prisoners and/or their contact persons about:

- the local legal system
- hiring a local lawyer
- the possibility of serving the sentence in the Netherlands.

Lawyers Across Borders and Dutch&Detained provide additional legal assistance. That means extra help in addition to the work done by your local lawyer.

Please note: additional legal assistance does not mean you get additional local legal representation for defending you in court, or help hiring a local lawyer.

In general, Lawyers Across Borders will help you if you are in a country not of concern and Dutch&Detained will help you if you are in a country of concern.

A. Lawyers Across Borders foundation

The Lawyers Across Borders foundation provides legal assistance to Dutch nationals arrested abroad. This assistance is in addition to the work your own lawyer does. You will always need a local lawyer.

Lawyers Across Borders will help you with:

- finding a good local lawyer
- working with a local lawyer
- questions about the course of your criminal proceedings
- understanding court proceedings abroad
- legal assistance and advice regarding complaints about your imprisonment abroad
- support and advice regarding transfer of sentence
- providing legal information for you and your family in the Netherlands
- contact and meetings with various organisations that provide assistance for prisoners abroad, including: the International Office of the Dutch Probation Service, the Epafra Foundation, the International Transfer of Criminal Judgments Division (IOS) and the International Legal Assistance (Criminal Matters) Division (AIRS) at the Ministry of Justice and Security, the Dutch Public Prosecution Service and the consular officer from the Ministry of Foreign Affairs.

Lawyers Across Borders focuses specifically on legal assistance for Dutch nationals who are in prison in countries that are not of concern. In Europe these are:

Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Norway, Poland, Portugal, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom and Vatican City.

Outside Europe, Lawyers Across Borders assists Dutch nationals in the Caribbean parts of the Kingdom, New Zealand, Australia and Canada.

Lawyers Across Borders does not provide assistance in other countries. If you are in prison in a country of concern, you should contact the Dutch&Detained foundation (see below).

You will find contact details for Lawyers Across Borders at the end of this brochure.

B. Dutch&Detained foundation

The Dutch&Detained foundation provides legal assistance to Dutch nationals imprisoned abroad. This assistance is in addition to what your own lawyer does. You will always need a local lawyer.

Dutch&Detained can help you with:

- choosing a lawyer
- explaining your case and how it is going
- sending information from the Netherlands that is important for your case
- deciding whether to submit a WOTS request.

Proper consultation is important for your case. There are not many opportunities for contact when you are in prison abroad. Sometimes Dutch&Detained can visit you in prison. They can talk to you about your case, how you are and how things are going in prison.

Conversations with Dutch&Detained are confidential. But to protect your interests Dutch&Detained may share information with:

- the Ministry of Foreign Affairs
- the International Office of the Dutch Probation Service
- the Epafras Foundation.

Your conversations will be about your court case, about how you are and about the situation in prison. Dutch&Detained will never disclose the details you share about your case, such as a confession, to others without your consent.

Contact

If you want help from Dutch&Detained, you or your contact person can contact Dutch&Detained directly. You can also tell the Dutch embassy or consulate that you want help from Dutch&Detained.

After an intake interview, Dutch&Detained will decide whether they can help you with your case. You will find contact details for Dutch&Detained at the end of this brochure.

Please note: tell your local lawyer immediately that you have requested help from Dutch&Detained. And give your lawyer permission to share information about your case with Dutch&Detained.

Social reintegration

The International Office is part of the Dutch Probation Service. This office helps Dutch nationals who are in prison abroad. It provides assistance to you in prison and when you return to the Netherlands after your imprisonment abroad. This office also helps people who have a Dutch residence permit.

The International Office operates with volunteers. The International Office has volunteer probation workers in many countries. If the International Office has active volunteers in the country where you are in prison, they will help you prepare for your return to the Netherlands.

A volunteer probation worker will visit you in prison to introduce themselves. And to see whether they can help you. The International Office can also help draw up a social report (setting out how you are coping and your willingness to re-integrate into society), or help you start a course or study programme.

The conversations you have with the volunteers are confidential. The volunteer will send a report of their visit to the International Office in Utrecht. If you give your consent, the International Office of the Dutch Probation Service and the Ministry of Foreign Affairs will share your information with each other.

If you want to know whether you can get help from the International Office, complete the probation form and return it to the Dutch Probation Service. The International Office will then contact you.

You and your contact person can find more information (in Dutch) at www.reclassering.nl.

Social and psychological care

If you are in a country of concern, you can ask for social and psychological care.

Social care

The International Office of the Dutch Probation Service provides social care. This includes a stress management handbook and extra visits by volunteers.

Many of the volunteers are Dutch nationals who have lived abroad for some time. They know the local language and culture. The volunteer will talk to you about your situation and your plans for the future. They will also encourage you to think about your home, work, studies, financial situation, relationships and health.

Psychological care

The Epafra Foundation provides psychological care. A volunteer from the Epafra Foundation will visit you in prison. The volunteer will provide guidance and support during this difficult period.

A confidential, personal conversation focusing on your life story is the most important element of this care and assistance. In this conversation, you and the volunteer will talk about:

- how you are coping
- how you are staying positive
- how you are maintaining your self-worth
- the purpose of life
- how you process pain and sadness
- how you deal with feelings of guilt and shame
- how you find and develop new strength
- how you are feeling during your imprisonment
- rebuilding relationships.

17. Final points

The consular officer is there to support you. All the information that you, your family or your friends give to the Ministry of Foreign Affairs is covered by the General Data Protection Regulation (GDPR). The same applies to the information given to the embassy or the consulate and the other independent organisations that receive funding from the ministry. The consular officer will never share your personal information with anyone else without your consent, unless this is required under Dutch law.

How to find a Dutch embassy or consulate

There is a Dutch embassy in the capital city of most countries. You can find the addresses of Dutch embassies and consulates at: www.netherlandsworldwide.nl/contact/embassies-consulates-general. You can also look in the local telephone book or request the address from the prison authorities.

Honorary consuls

Many countries have an honorary consul appointed by the Dutch government. They can help too. Some honorary consuls don't speak Dutch, but only speak English and the local language.

18. List of contact details

Ministry of Foreign Affairs

Consular and Visa Affairs Department (HDCV)
Netherlands Worldwide – Case Management Group (NWW/CM)
PO Box 20061
2500 EB The Hague
Tel: +31 (0) 247 247 247 (Netherlands Worldwide contact centre)
Email: <https://www.netherlandsworldwide.nl/contact/contact-form>
Website: www.netherlandsworldwide.nl

International Office of the Dutch Probation Service (Bureau Buitenland Reclassering Nederland)

PO Box 136
3500 AC Utrecht
Tel: +31 (0)88 804 1090
Email: buitenland@reclassering.nl
Website: www.reclassering.nl/over-de-reclassering/bureau-buitenland
Facebook: www.facebook.com/pg/bureaubuitenland/

Epafras Foundation

Morssingel 5-7
2312 AZ Leiden
Tel: +31 (0)71 204 8407
Email: info@epafras.nl
Website: www.epafras.nl

Lawyers Across Borders

Van der Helstplein 3
1072 PH Amsterdam
Tel: +31 (0)20 524 4049
Email: info@lawyersacrossborders.nl
Website: www.lawyersacrossborders.nl

Dutch&Detained

Jacob Obrechtstraat 51
1071 KJ Amsterdam
Tel: +31 (0)20 792 0150
Email: info@dutchdetained.com
Website: www.dutchdetained.com

Enforcement of Criminal Judgments (Transfer) Act (WOTS)

Ministry of Justice and Security
Custodial Institutions Agency (DJI)
International Transfer of Criminal Judgments Division (IOS)
PO Box 30132
2500 GC The Hague
IOS WETS/WOTS information line: + 31 (0)88 072 5963 (Monday to Friday 09.00 - 12.00 Dutch time)
Website: www.dji.nl (Search for 'WOTS')

Criminal Judgments and Probation Decisions (Mutual Recognition and Enforcement) Act (WETS)

See details for WOTS above

Website: www.dji.nl (search for 'WETS')

Enforcement of Criminal Judgments (Transfer) Country Ordinance (LOTS)

Caribbean Netherlands, Curaçao and St Maarten:

Attorney General

Office of the Attorney General of Curaçao, St Maarten, Bonaire, St Eustatius, Saba

Wilhelminaplein 14-16

Willemstad, Curaçao

Tel: +599 94 34 2150

Email: parket.pg@OMCarib.org

Aruba:

Aruban Ministry of Justice, Security and Integration

L.G. Smith Boulevard 76

Oranjestad, Aruba, Caribbean Sea

Tel: +297 528 4900

Fax: +297 528 7518

Representation of the Netherlands in Aruba (VNO)

L.G. Smith Boulevard 44

Oranjestad, Aruba

Tel: +297 525 2866 or +31 (0)70 426 8903

Fax: +297 525 2850

Email: info@vno.minbzk.nl

Representation of the Netherlands in Curaçao (VNW)

Scharlooweg 55, Willemstad, Curaçao

PO Box 441

Tel: +599 9434 3200

Fax: +599 9461 4705

Email: info@vnw.minbzk.nl

Representation of the Netherlands in St Maarten (VNP)

Frontstreet 26, Philipsburg, St Maarten

PO Box 502

Tel: +1 721 543 0140/41

Fax: +1 721 543 0142

Email: info@vnp.minbzk.nl

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