**Explanatory notes to the good practice for account information services in the Netherlands**

At its meeting of 26 May 2020, the National Forum on the Payment System (NFPS)[[1]](#footnote-1) endorsed the good practice document for account information service provision in the Netherlands (the good practice). This good practice document has been developed after the NFPS observed that the use of account information services requires (potential) users, i.e. consumers and firms, to trust the service providers. Likewise, the NFPS believes potential users of account information services need transparency as they consider using such services. The good practice document responds to that need.

The NFPS would like to see account information service providers answer the following seven questions – in electronic form if they so wished – concisely, transparently and in plain Dutch, prior to asking for the user’s consent to access his or her payment account. This should lower any barriers that users experience in starting to use account information services.

While the NFPS cannot oblige service providers to adopt the good practice, its members have agreed to bring it to their attention. It must be noted that answering the seven questions does not necessarily mean that the service provider complies with its obligations regarding transparency and information provision on the processing of personal data under the GDPR[[2]](#footnote-2).

1. **Who is asking for access to my account information? Which rules apply to the service?**

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| *What is your firm's statutory name and trade name, if different? In which country is your firm based? From which national supervisory authority did your firm obtain a licence to operate as an account information service provider?* |

1. **What service does <*name of service provider*> provide for which it needs my information?**

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| *Please explain the service you offer for which you will use account information. Why do you need your customers to give you access to their payment account (information)?* |

1. **What account data will *<name of service provider>* be using?**

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| *Please specify the account information of your customers that you use in offering your service(s). Also indicate how much historical information you will be using and how often you will be processing new data in the future under the same consent.* |

1. **What else will *<name of service provider>* be using the data for?**

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| *Please specify any other purpose for which a customer's account information will be used besides providing the account information service. You may need to request the customer's explicit consent.* |

1. **What data will be shared with other firms, and why?**

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| *Please specify any payment account information that you pass on to other parties, explaining why. You should do so briefly and to the point. If there are too many parties, you could state their number and refer to details available elsewhere.* |

1. **Where and how can I withdraw my consent once I have given it?**

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| *Please describe how the customer can withdraw his or her consent. Also describe how the customer can request you to have any payment account information deleted which you retrieved earlier.* |

1. **Where can I find more information?**

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| *Please refer to specific website pages on which the customer can find more information about your firm, the service(s) it offers, the terms and conditions that apply, etc.* |

1. The NPFS unites various umbrella organisations. These organisations represent groups of payment service providers and users. For more information, see: <https://www.dnb.nl/en/payments/other-tasks/national-forum-on-the-payment-system/index.jsp> [↑](#footnote-ref-1)
2. For more information, see the memorandum “Good practice for account information services in the Netherlands” [↑](#footnote-ref-2)