

Questions and Answers

112NL app

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> 1. Why was the 112NL app developed?

Through the 112NL app, the emergency services can help you in a quicker and better way.

When you call 112 via the 112NL app:

- There's a button to indicate which emergency service you need.
- The app will send your pre-completed information to the emergency control room automatically.
- The app will send your location information to the emergency control room automatically if you have given permission for this.
- The app allows the control room to open a text chat with you if you have any problems with speaking or hearing.

The text chat provides automatic translation to your preferred language

> 2. Who is the app for?

The 112NL app is for all people in the Netherlands who need to contact the emergency services quickly.

For those in an emergency situation who are hearing impaired, have trouble speaking, or who do not speak Dutch or English, the text chat option is of added value. 112NL does not replace the Tolkcontact app; a different app for the hearing impaired to contact the emergency services in the Netherlands.

> 3. How does the 112NL app work?

Download the app and provide the necessary information. Please do this before you are in an emergency situation. This way, the app is ready to use in case every second counts.

The information you need to provide includes:

- Your name.
- Your mobile phone number.
- Whether you have any trouble hearing or speaking.
- Your preferred language for text chat.

You give permission for the following functionalities:

- Location sharing.
- Receiving notifications.
- Google's translation services. This is especially important if your preferred language is not Dutch.
- Direct calling via the app (only for Android).

Upon installation, your phone number is used one time in order to send a verification code to your phone.

The 112NL app is available in Dutch and English. Your phone settings determine which version is installed on your phone.

➤ 4. Why can't I add my medical information in the app?

People often call 112 to help another person and / or for non-medical emergencies. For this reason, the emergency control room does not want to receive your medical information automatically. An ambulance control room operator will ask for your medical information when relevant.

➤ 5. How can I start a text chat with the control room?

You cannot start a text chat yourself. Only the control room can start a text chat when you call the emergency services with the 112NL app. They will do this in case contact with you through phone conversation is disturbed; for instance, if you have trouble speaking or hearing or if you do not speak Dutch or English.

You will receive a notification when the chat starts and every message you receive. It is therefore very important that you give permission to receive

notifications when you install the app and in the settings of your phone in general. The Galaxy S8 and S9 don't show these notifications.

➤ 6. Does the 112NL app always work?

No. The 112NL app will not work if you do not have a sim card, when you have no internet connection, or when you are abroad. You will be able to speak to the emergency services but no data will be automatically sent to the control room. And the control room operator will not be able to start a text chat with you in these cases.

➤ 7. I have a foreign phone number. Will the app work?

Yes

➤ 8. How will the 112NL app work in border regions?

You might be connected to the neighboring country's emergency services if you call 112 in a border region. In this case, the app will not send data to the control room and the operator will not be able to start a text chat with you. The app can only be used for phone calls with an emergency control room in a neighboring country.

➤ 9. I have deactivated my phone's location services. Will location determination by the 112NL app still work?

No, your location will only be sent to the emergency control room if you activate location services on your phone.

It is still possible for the control room to locate where you are when you don't give the app permission or when location services on your phone are not

activated. You will find more information [about AML here](#).

➤ **10. How do I install the 112NL app on my phone?**

Please open the App Store or Play Store on your phone, search for “112NL”, and download the app. Once the download is completed, please open the app and fill in the requested information.

➤ **11. Can I use the 112NL app on a tablet or laptop?**

No

➤ **12. Do I need credit to use the 112NL app?**

In order to call 112 via the app, you do not need credit. However, in order to use the text chat function, you need an internet connection. Without credit, you will only be able to make an internet connection through Wi-Fi.

➤ **13. I have a dual sim card. Will the app work?**

Only one phone number can be connected to the app. Upon installing the 112NL app, please pick the phone number you use the most. In case you use the app to call 112, using the other phone number, the control room operator will not be able to start a text chat with you.

➤ **14. What should I do if I get a new phone number?**

If you get a new phone number, you need to change your registered number in the app. You can do this through the app settings. Go to settings by clicking the radar icon at the right top corner of your screen.

➤ **15. Does the 112NL app meet the applicable privacy regulations?**

Yes. The 112NL app was designed according to the General Data Protection Regulation (GDPR). The data saved by the app consists of the absolute minimum to ensure a quick and stable connection can be established in an emergency situation. The emergency control room will NOT save this data; they only have access to the information when an emergency is reported. The information is exclusively used for emergency assistance purposes, as is determined by Dutch legislation. How long your information will be stored, depends on which emergency service handles the 112 report.

➤ **16. Are the control room or emergency services able to look into my phone when I use the 112NL app?**

No.

➤ **17. Who owns the 112NL app?**

The Dutch Police is the owner of the 112NL app.

➤ **18. Will the police always know where I am if I use the 112NL app?**

No. The app only provides the emergency control room with your location information when you call 112 via the app.

For more information about how the control room can receive your location, [click here](#).

➤ **19. Can I test the app after I installed it?**

No you cannot. You will otherwise keep the line occupied for those in need. Abuse of 112 is prohibited.

➤ 20. **How can I install the notifications for iOS and Android?**

De 112NL works optimal when you enable the notifications. It is therefore important to give permission for receiving notifications when you install the app. And that the notification settings for your phone is correctly set up. For the iOS and Android phones it is possible to define the settings per app for receiving notifications. But be aware, for the older versions this could be different.

iOS:

1. Go to the app for settings on your phone.
2. Choose Notifications.
3. Select the 112NL app and check the following:
 - Is the permission button for notifications green? Use the slider to do so.
 - Select under Notifications: 1) Access screen 2) Messages 3) Strip.
 - Choose temporary.
 - Badges: on.
 - Show Preview: choose Always.
4. U are ready to use the app.

Android:

1. Go to the app for settings on your phone.
2. Choose for Notifications.
3. Choose Notifications for apps.
4. Choose the 112NL app.
5. Activate all notifications fort his app.
 - Show notifications: on
 - Show pictogrambadges: on
 - Show location update notifications: on
 - Start push chat notifications: on.
 - Miscellaneous: on
6. You are ready to use the app.

➤ 21. **Does the 112NL app work on all types of phones?**

The app is available for Apple phones with iOS version 12 and up. For Android, the app is available for phones with version 6 and up.

The app cannot be used on Windows phones.

De 112NL works optimal when you enable the notifications. When the control room starts a chat, the user knows to go back to the app. For more instructions about how to install the notifications, go to question 20.

For those who are hearing impaired or have trouble speaking and with a Galaxy S8 or S9, the app is less usable due to the fact that notifications to start a chat are not noticeable. They cannot hear the control room asking to go back to the app to chat and are thereby reliant on the notifications. People who can hear, can use the Galaxy S8 and S9.

For those who are hearing impaired it is good to know that, during testing, notifications where shown correctly on the following phones:

- Nexus 6P
- OnePlus 6T
- Google Pixel
- Huawei P20
- Galaxy S10
- Galaxy S20
- iPhone 12
- iPhone 12 Pro
- iPhone X Plus
- iPhone XS
- iPhone SE
- iPhone 11
- iPhone 11pro

We will test more phones in the upcoming period for showing the notifications in the correct manner. We will also continue working on improvements on the Galaxy S8 and S9 in order to work properly for people who are hearing impaired.

Questions?

Please direct your questions, remarks, or complaints to 112@landelijkemeldkamer.org.

More information

You will find more information on the website off the [Rijksoverheid](#) and the [Police](#).