

Frequently asked questions for interpreters and translators

The European Asylum and Migration Pact, which takes effect on 12 June 2026, will change the way the IND works. The work for interpreters and translators will also change. Read the answers to frequently asked questions here. New questions and answers will be added soon. Answers to general questions about the Migration Pact can be read under ['Background articles'](#).

- **What does the OVA process mean for interpreters?**
The IND will get an extra responsibility: Reception and Preparation for Asylum Applications Process (OVA), the first component of the renewed asylum procedure. In the OVA process, applicants will complete questionnaires on a tablet. The IND supports applicants who are unable or unwilling to do so. Their answers are automatically translated. In principle, no interpreter is present at this stage, but a telephone interpreter may still be needed.
- **When does the IND expect to need telephone interpreters in the completion of questionnaires?**
If an applicant cannot read or write, a telephone interpreter may be needed.
- **The new asylum procedure will not have an application interview. When will interpreters still be needed?**
An interpreter is still needed at the substantive interview. The intention is for the interpreter to be present at this interview in person. In addition, the IND is picking up a new process: legal counselling. This involves standard telephone interpreting services, unless the situation calls for something else.
- **Will substantive interviews actually take longer, and what does that mean for my working hours?**
The current estimate is that interviews may become more complex and take somewhat longer. We do not know at this stage what this will mean for working hours.
- **How is my privacy as an interpreter protected during the recording of interviews?**
The audio recording is started after the IND employee and the interpreter have introduced themselves.
- **How long will the recordings be stored and who will be allowed to listen to them?**
10 years. The IND, the authorised representative and the court may listen to them. This part is still being worked out in further detail, partly for privacy reasons.
- **Will the recordings be used for evaluation purposes?**
Recordings are not intended for quality measurement or assessment. They can be used in court.
- **How is it decided which documents need to be pre-translated?**
The IND cannot yet answer this question.
- **What happens if new documents turn up during the interview?**
Documents that are shown during the interview and are relevant, are usually translated by the interpreter immediately on sight.

- **Should I expect other types of interviews in the new AMBV procedure (formerly Dublin procedure)?**

No, the interviews remain the same if an AMBV interview is required.

- **How reliable is an automatic translation of answers to questions, and what is my role as an interpreter or translator in this?**

Applicants answer questions on a tablet in their own language. The answers are translated automatically. So, in principle, the interpreter or translator has no role in this. If there is any doubt about the accuracy of any part of the translation, an interpreter can be engaged (by telephone) to make the final judgement. This can happen during the OVA process, if it is already identified that a (part of the) machine translation may be incorrect. Questions about the translation may also come up at a later stage, for instance during the asylum interview. The answers given in the applicant's own language are, of course, stored to enable subsequent verification.

- **What happens if my name or number in the Register of Sworn Interpreters and Translators (Rbtv) does end up in the recording?**

It is almost impossible for this to happen, as the employee explicitly states that they are starting the recording. They do this only after the interpreter and employee have been introduced. If this happens anyway, the fact will be noted immediately.

It is not currently possible to delete parts of recordings. So it is important that the instructions are followed properly and that attendees take care not to include names or Rbtv numbers in the recording.

- **Is my voice considered personal data under the GDPR?**

Yes, voices are personal data under the GDPR. But the law allows voices to be recorded and stored during asylum interviews.