



# Understanding Resettlement and Humanitarian Admission: A guide for refugees

---

A guide to help you understand the Resettlement and Humanitarian Admission procedure in EU+ countries

# What you need to know about the **Resettlement and humanitarian admission procedure**

This booklet will help you understand the steps of the Resettlement or Humanitarian Admission procedure.

## You will learn:



What to expect



What you need to know



Your rights and obligations



If you have a phone, you can scan the QR code to learn more about the Resettlement or Humanitarian Admission procedure.

# Resettlement and Humanitarian Admission Programmes

## What are Resettlement and Humanitarian Admission programmes?

Both Resettlement and Humanitarian Admission programmes provide safe, legal and organised ways for refugees to move to a new country. In both cases, it involves being transferred to a country that will offer you protection.

In this booklet, we will often use the word 'Resettlement'. Please note that this may also refer to Humanitarian Admission as the two programmes follow the same overall procedures.

Resettlement or Humanitarian Admission procedures provide refugees – if accepted by the country of resettlement – the opportunity to build a new life in a resettlement country. This booklet focuses on the resettlement procedures in EU+ countries.



# Understanding the Admission Procedure to Resettlement and Humanitarian Admission

---

The admission procedure is how authorities of the country of resettlement decide if you can move there. It includes:



Checking your documents

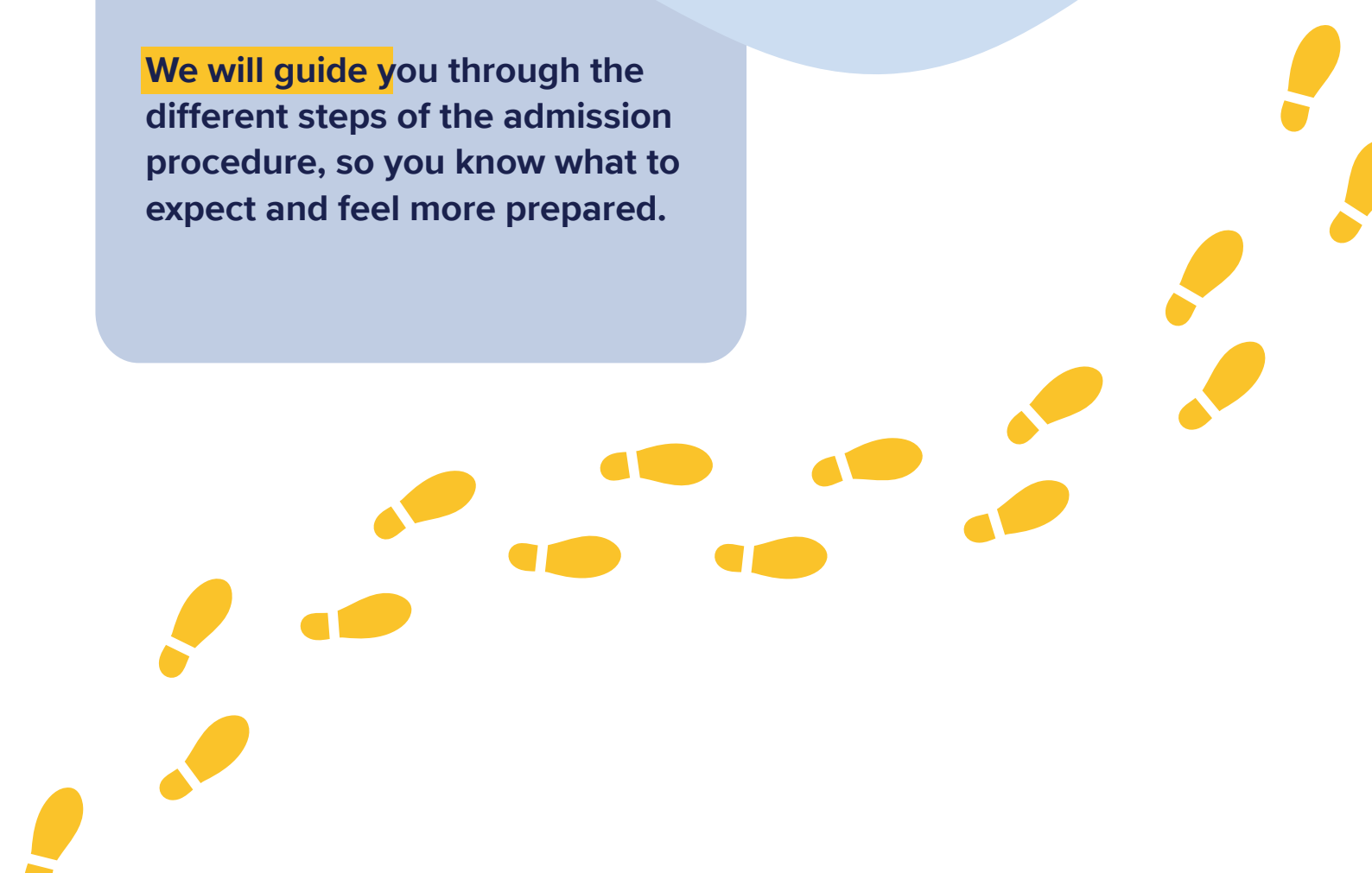


Collecting your personal data



Reviewing your need for international protection

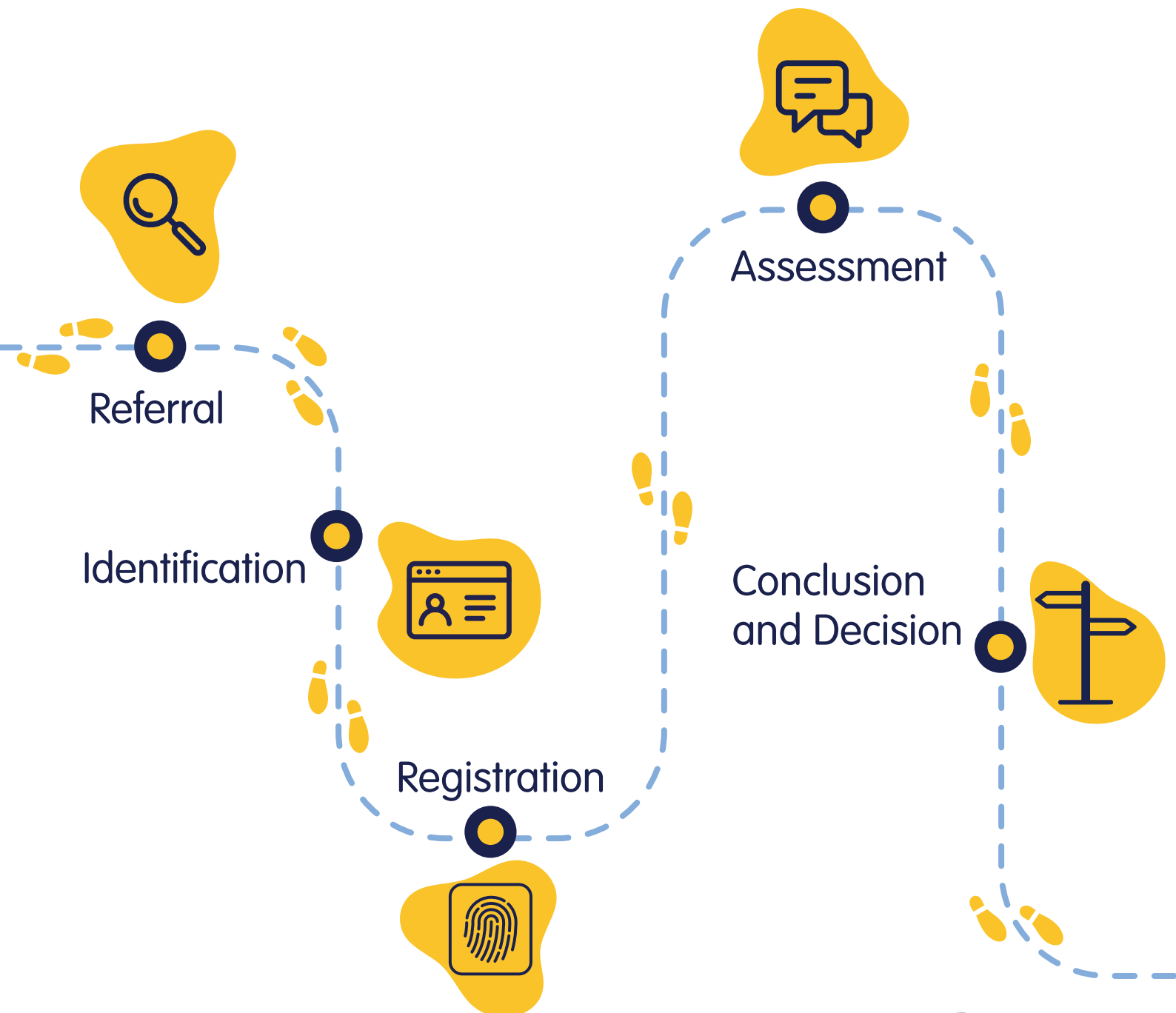
**We will guide you** through the different steps of the admission procedure, so you know what to expect and feel more prepared.



# The Steps of the Admission Procedure to Resettlement and Humanitarian Admission

The admission procedure includes several steps.

We will now go through each of these steps one by one. They will help you understand what to expect at every step of the process.



# Referral

---

Depending on the type of programme (if under Resettlement or Humanitarian Admission), **different actors may have referred your case to a requesting EU+ country. It is important to note that you cannot choose the country you will be referred to.**

- For Resettlement programmes, referrals are made by UNHCR.
- For Humanitarian Admission programmes, if requested by the EU+ country, referrals can be made by international bodies.

Before this moment, you were referred for Resettlement or Humanitarian Admission by an international body to an EU+ country. They also did an initial check to see if you **meet the conditions** for Resettlement and Humanitarian Admission, looked at your family situation, your needs, and your safety concerns.

They will also check if there are reasons that might prevent resettlement, such as security concerns.



**It is important to know that being referred for Resettlement or Humanitarian Admission does not guarantee that you will be resettled.**

**Countries are under no obligation to accept your case.**

**The authorities or supporting organisations will keep you informed and provide guidance at every step of the process.**



# Identification

In this step, the national authorities from the country of resettlement do another check to see if your referral meets the conditions for Resettlement or Humanitarian Admission to their country - including your need for resettlement, your family circumstances and your safety and protection needs.



# Registration

During this step, your **personal information** — such as your name, date of birth, gender, nationality, and identity or travel document details — will be collected. Your photograph and fingerprints will also be taken. You will be asked to provide supporting documents, for example; medical data or family records. Please make sure that all information you provide to the authorities is correct. If there are any changes in your personal details, and/ or family composition you need to inform the authorities as soon as possible.

This information is necessary for the authorities to correctly prepare your case.



# Assessment

As part of the admission procedure, the authorities of the country of resettlement will **review your documents**, and you may be invited for one or more **interviews** and a **medical check**. During the interview, you may be asked questions about your personal background, family situation, reasons for leaving your country, and any specific needs - such as medical conditions or vulnerabilities.

This helps the authorities better understand your situation and make an informed decision.



You can **trust the authorities** involved in this process. If you have any questions or do not understand something, you can always ask — they are there to help and guide you.



**It is important to attend all interviews and cooperate fully. Not participating or providing incomplete and/or false information may result in delays or the procedure being stopped.**



# Conclusion and decision on the admission procedure



After your case has been assessed, the authorities of the country of resettlement will make a final decision. This decision can lead to different outcomes.



## **Refused Admission**

In some situations, your admission for Resettlement and Humanitarian Admission may be refused. This can happen for different legal, security, or eligibility reasons.

## **Discontinuation**

Sometimes, the Resettlement and Humanitarian Admission procedure may be discontinued, which means it stops before a final decision is made. This can happen, for example, if you decide not to continue with your procedure or if the country of resettlement cannot proceed due to changes in its programme.

## **Positive Conclusion**

If your admission is approved: In Resettlement, this means that you will be transferred to the country of resettlement and granted international protection, either before or after your arrival in the country of resettlement. In Humanitarian Admission, this means that you will be transferred to the country of resettlement and granted either international protection or humanitarian status under national law, either before or after arrival in the country of resettlement.

It's important to know that even if your referral for Resettlement or Humanitarian Admission is approved, the country of resettlement **only becomes responsible for you once you arrive.**

Before you travel, you will receive support to help you prepare for your journey. This may include orientation sessions, medical checks, and help with travel documents. You will be informed about your travel plans and what to expect during your departure.

When you arrive in your new country, officials and support workers will be there to welcome you and help you begin the next steps of your journey.



**Remember:** The authorities will explain each step and keep you informed about what is happening with your case. You are not alone in this process.

# Pre-Departure Orientation

If your admission for Resettlement or Humanitarian Admission is accepted, the country of resettlement may invite you to attend a **Pre-Departure Orientation**. This usually happens after a positive conclusion is made and before you travel, to help you prepare for life in your new country.

In some cases, Pre-Departure Orientation may be delivered by the country of resettlement or supporting organisations before a decision is reached, for example while interviews or assessments are still ongoing.

Pre-Departure Orientation is one or more information sessions that help you understand:



Basic knowledge about the culture, language, society (like education, housing, and healthcare).



Your rights and obligations.



How to prepare for your travel and arrival.

Each EU+ country runs its own Pre-Departure Orientation programme, so the content, duration, and format may vary depending on which country is welcoming you. Some sessions may be held in person, others online. Some may be just one day, others may last several days.

You will be informed about the date, location, and topics of your Pre-Departure Orientation programme by the authorities or supporting organisations involved in your resettlement.

Pre-Departure Orientation is free of charge, and interpreters are usually available.



It's your opportunity to ask questions about your travel arrangements and the country you will be resettled to.



You must give **consent** and **attend** Pre-departure orientation sessions if offered. Refusing to attend or give consent may lead to your case being refused.

If you have special needs or difficulties attending, let the supporting organisations know—they may be able to provide support or alternatives.



# Protection of Personal Data

During the Resettlement and Humanitarian admission procedure, authorities of the country of resettlement or supporting organisations will **collect some of your personal data**. This may include your name, nationality, date of birth, fingerprints, photographs, medical data and other information needed



Your consent is essential for collecting your data. Authorities can not collect or store your personal information without your consent. If you refuse to give your consent, your case for resettlement will be stopped.

Depending on the outcome of your admission procedure, your personal data is stored in a national database as well as a secure EU database called **Eurodac**.

Eurodac allows relevant authorities in EU+ countries to check if you have previously applied for international protection, if you have been accepted, refused or withdrawn your consent for Resettlement or Humanitarian Admission in the past, or if you may pose a security risk under EU law.

This information is handled in accordance with the General Data Protection Regulation (GDPR), a law that protects your privacy and personal data in the European Union.



# GDPR Explained

You have important data protection rights under this law:

## Transparency

You have the right to be informed about what data is collected, how it is used, and who will have access to it.

## Access

You can check with the authorities collecting your data to see the personal data that has been collected about you.

## Correction

If the data is wrong or incomplete, you can request for it to be corrected.

## Objection and Restriction

In certain cases, you may object to how your data is being used or request to limit its use.

## Withdrawal of Consent

You may withdraw your consent for the use of your data at any time—but doing so may mean your Resettlement or Humanitarian Admissions process cannot continue.

## Making a Complaint

If you believe your data has been misused, you can file a complaint with the relevant data protection authority.

## Taking the Case to Court

If you are not satisfied with a decision about your data, you have the right to challenge it in the court of the country of resettlement.

## How Long Your Data Is Stored

Your personal data will only be kept for as long as necessary:

**5 years** if you are admitted for Resettlement and Humanitarian Admission

**3 years** if your case is refused

**3 years** if you withdraw your resettlement procedure or stop cooperating with the authorities

Data will be deleted earlier if you are granted citizenship in the country of resettlement.



**Your data will not be shared with the authorities of your country of origin.**

Providing **accurate, honest and complete information** is necessary to proceed with your case.

Without it, your admission procedure may not move forward.

Your data is stored securely, and only authorised people involved in your resettlement case will have access to it.

# Your Consent and Withdrawal: What You Need to Know

---

You must give your consent and actively take part in the admission procedure. This includes:



Sharing accurate personal information and documents



Attending interviews when requested



Participating in the Pre-Departure Orientation, if it is offered

These steps help authorities understand your situation and prepare you for your new life. Not providing accurate information, not attending interviews may lead to the admission procedure being stopped.



## If You Change Your Mind

You can withdraw from the admission procedure at any time —but this means your resettlement procedure will stop.

Sometimes, if you don't take part as expected, the authorities may understand this as you withdrawing your consent. This might happen if:



You do not give key personal details.



You do not attend your interview.

If this happens, the procedure may be stopped unless:

- You were not properly informed about what was expected of you.
- You can show that your absence or delay was due to reasons beyond your control (e.g. illness or a family emergency); and you provide the missing information and attend the interview within a reasonable time.

If you do not give consent, or withdraw your consent you may be refused admission for the next three years.



**Remember!** If you face difficulties or you are provided with misleading information, inform the authorities so they can support you. Always get your information from official and trusted sources.

The Resettlement and Humanitarian Admission procedure is completely free—no one should ever ask you to pay at any stage. If someone does ask you for money, report it immediately to a trusted authority or organisation.

# The Resettlement and Humanitarian Admission

## Referral

You may have already been referred for a Resettlement or Humanitarian Admission programme to an EU+ country.



## Identification

The country of resettlement will look at your situation, family circumstances, and safety needs.



## Conclusion and decision

A decision is made.  
You may receive a positive decision, or a negative decision.



# Humanitarian Admission Procedure

## Registration



Your personal information, fingerprints, and photo are collected.



## Assessment



You may be invited for interviews and a medical check and asked about your background, needs, and reasons for resettlement.



## Pre-departure orientation

You may be invited to attend an orientation session to learn what life will be like in the country of resettlement.



## Travel to country of resettlement

You will travel to the country that has accepted you.



Both Resettlement and Humanitarian Admission programmes provide safe, legal and organised ways for refugees to move to a new country. In this poster, the word 'Resettlement' may also refer to 'Humanitarian Admission' as the two programmes follow the same overall procedures.



# Looking Ahead

---

Resettlement and Humanitarian Admission are programmes that take time and patience.

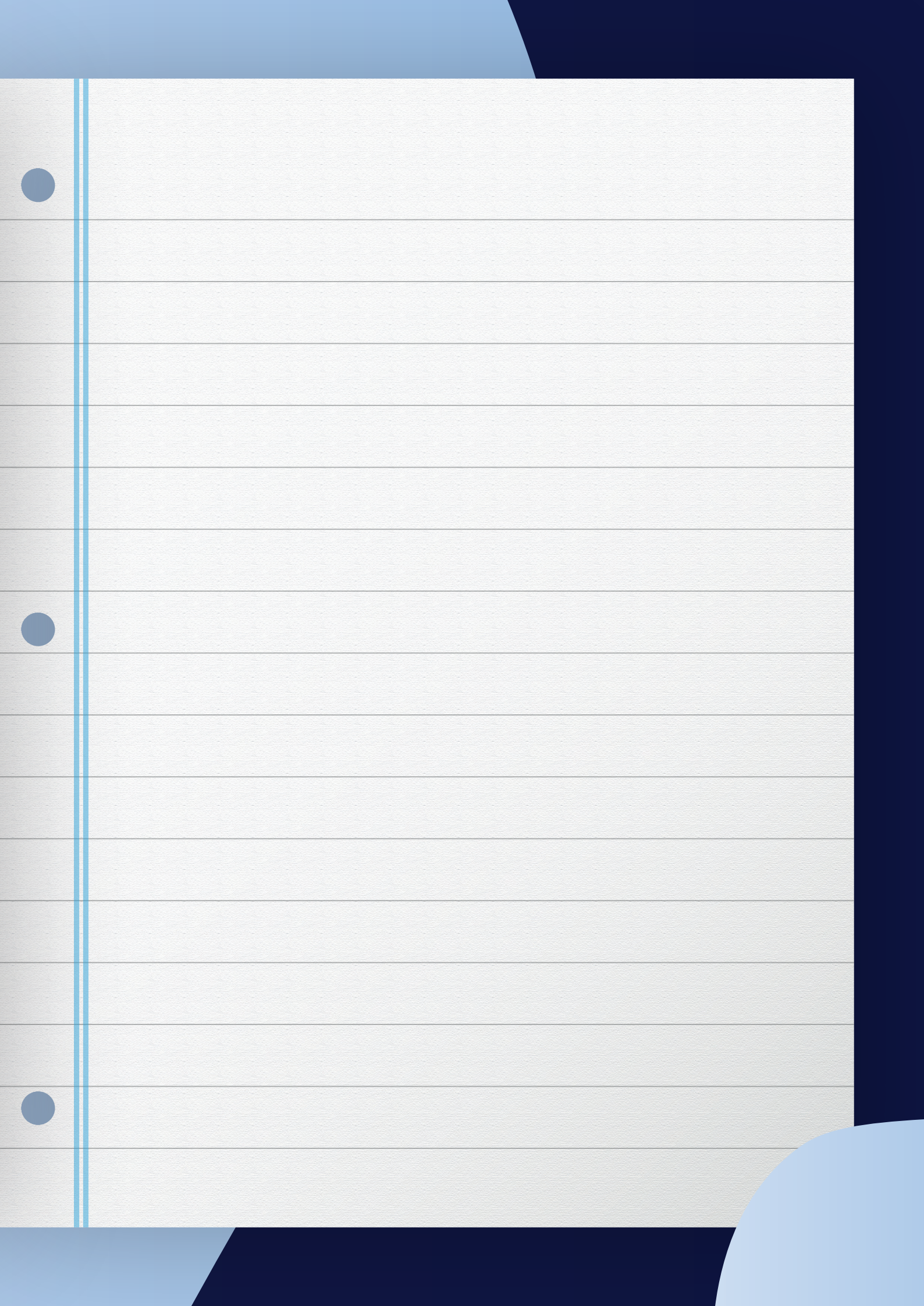
While there is no guarantee on the outcome, please remember that you are not alone - authorities and organisations will guide and support you during your admission procedure.

We hope this booklet has given you a **clear understanding** of the admission procedure and **what to expect in the coming steps.**









Neither the European Union Agency (EUAA) nor any person acting on behalf of the EUAA shall be liable for the use that might be made of this brochure, nor shall they be liable for any consequence stemming from its use.

The EUAA does not accept any responsibility or liability for the accuracy, content, completeness, legality or reliability of the information added to the original content of this EUAA brochure but the national authorities or by any other responsible third party.