

## Privacy statement – Friend activity customers

1 Register controller	The Finnish Red Cross (FRC) Tehtaankatu 1 A 00140 Helsinki, Finland Phone: +358 (0)20 701 2000
2 Contact information for matters pertaining to the handling of personal information	The Finnish Red Cross / Data protection Tehtaankatu 1 A 00140 Helsinki, Finland Phone: +358 (0)20 701 2000 <a href="mailto:tietosuoja@redcross.fi">tietosuoja@redcross.fi</a>
3 Personal data group	The Finnish Red Cross / Friend activity customers
4 The purpose of processing personal data	<p>The purpose of processing personal data is to conduct the Red Cross's friend activities. Processing the necessary personal data is essential for carrying out the activities. The processing of personal data is necessary to connect volunteers with customers and to manage customer relationships. The basis for processing personal data is a friend request or a request for other activities offered by the organisation, made by the customer or their authorised representative. The personal data in the friend activity register is used for the following purposes:</p> <ul style="list-style-type: none"> <li>• Customer identification and customer relationship management</li> <li>• Finding the right volunteer and form of support</li> <li>• Maintenance, monitoring, analysis, statistics, development, profiling and segmentation related to customer relationships and other appropriate contexts</li> <li>• Managing the customers' data and contact history; providing support and information services for customers, managing service measures and ensuring quality</li> <li>• Communication by the Red Cross headquarters, districts, branches and institutions to the customer</li> <li>• Quality and opinion surveys</li> <li>• Recordings of phone calls with customers for verifying service events, ensuring the legal protection of customers and the Red Cross, improving the quality of the service and preventing misuse, as well as for training purposes and security reasons</li> </ul> <p>Customers' personal data is retained until it is requested to be deleted or has become redundant.</p>
5	The following data on the customers may be processed:

<p>The register's data content</p>	<ul style="list-style-type: none"> <li>• Name</li> <li>• Gender</li> <li>• Date of birth</li> <li>• Contact information</li> <li>• Language skills</li> <li>• Social relations</li> <li>• Contact details of the contact persons and their relationship with the customer</li> <li>• Date and place of meetings</li> <li>• Interests, education and occupation</li> <li>• Wishes for a volunteer friend and other support</li> <li>• Health information necessary to establish and maintain a customer relationship</li> <li>• Other information provided by the customer that they consider relevant for receiving the right kind of support</li> <li>• Notes relevant to the customer relationship</li> <li>• Information on whether the customer is suitable for an individual or group activity, or for any activity at all</li> </ul> <p>The Red Cross only stores data that is necessary for the friend activities and data processing purposes that have a legal basis. Any data no longer necessary for its original purpose, as well as any outdated data and data that no longer has any other grounds for being processed, is anonymised or disposed of in a secure manner.</p>
<p>6 Regulatory data sources</p>	<p>Data on the friend activity customers will be collected in the register via various channels.</p> <p>As a rule, personal data is received and updated:</p> <ul style="list-style-type: none"> <li>• Directly from the customer by phone, post, email and electronic forms.</li> <li>• At the volunteer friend's notification.</li> <li>• By friendship coordinators through personal contact.</li> </ul> <ul style="list-style-type: none"> <li>• Through public enterprises.</li> </ul>
<p>7 Regulatory disclosure of data</p>	<p>The personal data in the customer register is regularly disclosed to the friendship coordinators in each area, to the employees responsible for friendship coordination and to the confidential use of supervisors or other similar persons. Potential volunteer friends will be provided with information – while maintaining customer anonymity – that will allow them to assess whether they would be a suitable friend for a particular customer. Personal data is only disclosed to the authorities if required by law, for example for the investigation and prevention of misuse.</p>
<p>8 Transfer of data outside the EU or EEA</p>	<p>Data may be transferred outside the area formed by the member states of the European Union or outside the European Economic Area to the extent necessary for the technical implementation of data processing, in which case the Red Cross complies with the requirements of the EU General Data Protection Regulation. Data may be transferred under model clauses approved by the European Commission or</p>

	to recipients in the USA who are committed to the EU-US Privacy Shield arrangement, for example. Data is transferred to the following countries outside the European Union / European Economic Area [the United States].
9 The principles of securing the register	<p>Personal data processed in physical form: Material that is processed in its physical form is stored and handled in monitored facilities.</p> <p>Digital material: The data is processed within databases that are secured with firewalls, passwords and other technical means. The data on the websites and other services is secured with an SSL-encrypted connection and other necessary means. Databases and their backup copies are located in locked rooms, and the data may only be accessed by specific individuals, named in advance. Systems containing personal data may only be used by employees and volunteers whose work role gives them the right to process personal data. Each user has their own user ID and password to the system. The volunteers in each department responsible for the processing will process the volunteers' personal data in accordance with this data security statement and based on the instructions of the Red Cross.</p>
10 The rights of a data subject	<p>Data subjects have the right to:</p> <ul style="list-style-type: none"> <li>• Request a copy of their personal data.</li> <li>• Request that their personal data be amended or deleted, unless applicable data security regulations require that the data be retained.</li> <li>• Request restrictions on the processing of their personal data or oppose this processing.</li> <li>• Request the right to transfer their data from one system to another, in accordance with applicable data security legislation.</li> <li>• Submit a complaint to the data security authorities.</li> </ul> <p>Any requests pertaining to checking or correcting data or the right to refuse contact must primarily be made in writing and sent to the email address provided in Section 2 above. If contact by email is not possible, the data subject may alternatively send a letter, contact the customer service department or personally visit a Red Cross location. The Red Cross will send its reply to the data subject's email address listed in the Red Cross register. In special cases, a reply may also be sent to a postal address listed in the Red Cross register.</p>

## Privacy statement in plain language – Friend activity customers

A plain-language privacy statement for the customers of Red Cross friend activities.

The Red Cross volunteer friend service collects and maintains a customer register containing personal data necessary for its operations. The data is needed to match the customer with a suitable volunteer friend or to

find and maintain another form of support that is suitable for the customer. The data can also be used to improve operations.

The voluntary friend service respects the right to privacy of the people involved in its activities. Only personal data necessary for the purposes of friend activities are collected from customers and processed.

The data submitted to the Red Cross volunteer friend service is treated with care and will not be disclosed for external use. The collected data will only be used to organise or develop friend activities. Unnecessary data will be deleted.

If you wish to review your data or ask questions concerning data protection, please contact the volunteer friend service in your area or, if necessary, the Red Cross data protection contact person, whose contact details are provided below.

The Finnish Red Cross / Data protection

Tehtaankatu 1 A, 00140 Helsinki

Phone: +358 (0)20 701 2000

[tietosuoja@redcross.fi](mailto:tietosuoja@redcross.fi)

For more information on the data protection of friend activity customers, see the privacy statement above. The privacy statement is available on the volunteer friend service or at [www.redcross.fi/data-protection](http://www.redcross.fi/data-protection)