

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. This 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. It is also used to maintain communications. 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 is collected from customers and processed.

The data submitted to the Red Cross volunteer friend service is treated with care and will only be processed by volunteers and workers who are entitled to do so based on their duties. The collected data will only be used to organise or develop the 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

For more information on the processing of personal data of friend activity customers, see the privacy statement below. The privacy statement is available from the volunteer friend service or at

www.redcross.fi/data-protection

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 tietosuoja@redcross.fi
3 Personal data group	The Finnish Red Cross / Friend activity customers
4 The purpose of processing personal data	The purpose of processing personal data is to conduct the Red Cross's friend activities both face-to-face and online. 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 the controller's legitimate interest, which is based on the legally mandated duty of the Finnish Red Cross. The basis for processing necessary health data is the express permission of the data subject. The processing of personal data is carried out at the request of the customer or a representative authorised by them. The personal data in the friend activity register is used for the following purposes: • Communication with the customer • Friend activities by phone • Customer identification and customer relationship management • Finding the right volunteer and form of support • Maintenance, monitoring, analysis, statistics and development related to customer relationships and other appropriate contexts • Managing the customers' data and contact history; providing support and information services for customers, managing service measures and ensuring quality • Communication by the Red Cross headquarters, districts, branches and institutions to the customer • Quality and opinion surveys Data of customers no longer involved in the activities will as a general rule be deleted from the register as soon as they leave the activities. The situation of all customers will be reviewed at least once a year, at which time the register will be cleaned up. In connection with this, the data of customers no longer involved in the activities will be permanently removed from the register.

5 The register's data content	The following data on the customers may be processed: • Name • Gender • Date of birth • Contact information • Language skills • Social relations • Contact details of the contact persons and their relationship with the customer • Date and place of meetings • Interests, education and occupation • Wishes for a volunteer friend and other support • Health information necessary to establish and maintain a customer relationship • Other information provided by the customer that they consider relevant for receiving the right kind of support • Notes relevant to the customer relationship • Information on whether the customer is suitable for an individual or group activity, or for any activity at all
6 Regulatory data sources	Data on the friend activity customers will be collected in the register via various channels. As a rule, personal data is received and updated: • Directly from the customer by phone, post, email and with electronic forms • From the loved one or representative of the person needing/requesting a friend
7 Regulatory disclosure of data	Personal information relevant for the volunteer friend relationship are only disclosed to the selected volunteer friend by consent of the data subject. Personal data is only disclosed to the authorities if required by law, for example for the investigation and prevention of misuse.
8 Transfer of data outside the EU or EEA	The personal data in the register is processed in a system whose maintenance may require data to be transferred to the United States. The transfer is based on an adequate level of data protection guaranteed by Data Privacy Framework certification approved by the European Commission.
9 The principles of securing the register	Personal data processed in physical form: Material that is processed in its physical form is stored and handled in monitored facilities. Digital material: The data is processed in protected systems that may only be accessed by the employees and volunteers whose work role gives them the right to process personal data.

10 The rights of a data subject	Data subjects have the right to: • Request a copy of their personal data. • Request that their personal data be amended or deleted, unless applicable data security regulations require that the data be retained. • Request restrictions on the processing of their personal data or oppose this processing. • Request the right to transfer their data from one system to another, in accordance with applicable data security legislation. • Refuse, in full or in part, any contact made for the purpose of direct marketing and research. • Submit a complaint to the data security authorities. 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. The data subject will be asked to provide sufficient information for identifying the data subject and carrying out their request. The Red Cross will send its reply to the data subject's address listed in the Red Cross register.
--	---