

International search for relatives

Information on data protection

Tracing. Connecting. Reuniting.

The German Red Cross Tracing Service (GRC Tracing Service) supports people who have become separated from their family due to armed conflicts, natural disasters, escape, displacement or migration. It helps to trace family members, to put them back in contact and to reunite families.

What data do we need for our work?

To trace a person, the GRC Tracing Service needs as much information as possible about this person. This includes information such as name, date of birth, details of origin and migration route. The circumstances that led to the separation from the family are also important for our search. In addition, the GRC Tracing Service needs the contact details of the person searching and would like to know how this person is related to the person searched for. A photo of the person searching can also help for the search.

All these data (including photos) are personal data which we need in order to be able to act in the interest of the searching and the searched persons.

For what purposes do we process data?

The GRC Tracing Service uses personal data to search for missing persons, clarify fates and reunite families.

Will data be transmitted to third parties?

We treat personal data strictly confidential. When tracing a person, we forward the trace enquiry within the International Tracing Service Network (association of the GRC Tracing Service with the International Committee of the Red Cross (ICRC) and the Red Cross and Red Movement Societies in other countries). In the countries in which the traced person is suspected, the local Tracing Service tries to find out further information about the whereabouts of the traced person. In the context of this work it may be necessary to pass on personal data to other parties, e.g.

- government agencies (e.g. immigration authorities, registration authorities, prisons)
- international organisations (e.g. UNHCR, UNICEF, Doctors without Borders, IOM)
- local organisations (e.g. local non-governmental organisations, humanitarian aid agencies, counselling centres, migrant self-help organisations, religious communities)
- other non-state actors (e.g. town/village dwellers, tribal elders, non-state armed groups)

Personal data, including photos, may also be published for tracing purposes:

- In printed form (e.g. on posters, lists or in photo books)
- Digital and verbal disclosure (e.g. online search with photo on www.tracetheface.org, radio broadcasts, publication of lists on the internet or public announcements)

Data will only be transmitted to other bodies if this is necessary to fulfil the tracing service tasks. Within the framework of the necessary declaration of consent, you can exclude certain countries, other bodies or the publication of personal data.

How long do we store data?

The data you entrust to us will be stored for as long as is necessary to fulfil the above-mentioned purposes of data processing.

Which rules apply to the handling of data?

Every person concerned has a right to data protection. The work of the GRC Tracing Service is governed by the provisions of the GRC Tracing Service Data Protection Act (DRK-SDDSG). In addition, we are bound by the provisions of the General Data Protection Regulation (GDPR) and the German Federal Data Protection Act (BDSG) when handling personal data. Should our work require us to exchange your data within the International Tracing Service Network, the bodies involved will follow the common data protection code of conduct. We want to ensure your data is adequately protected worldwide within the Red Cross and Red Crescent Movement.

What rights do you have regarding the protection of your personal data?

You have the right to free information about your personal data stored with us. In addition, you have the right to rectification of inaccurate data stored with us. If you no longer agree to the storage of your personal data, you can inform us of this. We will then arrange for your data to be deleted or blocked. A declaration of consent given to the GRC Tracing Service can be revoked in whole or in part at any time. Please note that consent to the publication of data on posters, photo books or lists worldwide can only be revoked for future publications, but not for copies already printed.

Who can you contact (responsible body)?

If you have any questions regarding the processing of your data or the enforcement of your rights to information, rectification, deletion or blocking, revocation, you can get in touch with the GRC Tracing Service centre you contacted in the scope of your tracing enquiry.

Stamp or name, address and phone number of the GRC branch

If you do not know who to contact, you are welcome to contact the GRC Tracing Service head office:

Deutsches Rotes Kreuz
Generalsekretariat
Team 22/Suchdienst-Leitstelle
Carstennstraße 58
12205 Berlin
Tel.: 030 / 8 54 04 -170
E-Mail: datenschutz-suchdienst@drk.de

Do not hesitate to also contact the Tracing Service data protection officer in case of questions.