

Advice pursuant to family reunification

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 help reunite a person with family members, the GRC Tracing Service needs as much information as possible. This is above all general information such as names, date of birth, details of origin and contact data of the persons involved in the reunification. In some cases, specific personal information may also be important for the procedure, e.g. the result of a paternity test to prove the relationship or information on a family member's state of health to justify a particular hardship case.

All this information is personal data that we need in order to act in your interest.

For what purposes do we process data?

The Tracing Service uses personal data to:

1. search for missing persons
2. clarify fates and
3. reunite families.

Will data be transmitted to third parties?

We treat personal data strictly confidential. As part of our work, it may be necessary to pass on data to other parties, e.g.

- within the Tracing Service Network (consisting of the International Committee of the Red Cross and the Red Cross and Red Movement Societies in other countries)
- National authorities (e.g. immigration authorities)
- German representatives abroad (e.g. embassies or consulates)
- Aid organisations at home and abroad

This may help, for example, to obtain information on the current status of a visa procedure in order to determine the necessary support for your individual case. Data will only be transmitted to other bodies if this is necessary to fulfil our tracing service tasks.

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 (GRC-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 your data.

Should our work require us to exchange your data within the Tracing Service Network, the bodies involved will follow the common data protection codes of conduct. We want to ensure your data is adequately protected, at any rate by our network partners, whether here or abroad.

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.

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, you can get in touch with the GRC Tracing Service centre you contacted in the scope of your family reunification request.

Stamp or name, address and phone number of the support centre

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
Phone: +49 (0)30 / 8 54 04 -170
Fax: +49 (0)30 / 8 54 04 -458
E-mail: suchdienst@drk.de

The Tracing Service data protection officer, Ms. Frauke Weber, is also available to you as your contact person. You can send her an e-mail at:
datenschutz-suchdienst@drk.de.