

Tracing service offers for ethnic German repatriates

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.

In addition, the GRC Tracing Service supports ethnic German repatriates and their relatives on many other issues, such as clarifying their descent or the possibilities of their departure from their region of origin or entry into Germany.

What data do we need for our work?

In order to help you, the GRC Tracing Service needs as much information as possible. This is above all general information such as names, dates of birth, information on the origin or existing family relationships. In some cases, very personal information may also be important for the procedure, e.g. information on a person's state of health, in order to clarify whether special help from the GRC Tracing Service is required in individual cases due to an illness.

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

For what purposes do we process data?

The GRC Tracing Service uses personal data to:

1. search for missing persons
2. clarify fates
3. reunite families
4. provide advice on the admission procedure
5. provide advice in matters of nationality and immigration law
6. grant healthcare assistance and welfare

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 Crescent Societies in other countries)
- Authorities at home and abroad (e.g. Federal Office of Administration)
- German representatives abroad (e.g. embassies or consulates)
- Aid organisations at home and abroad

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 German Tracing Service Data Protection Act (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 Restoring Family Links Network, the components of the Red Cross Red

Crescent Movement involved will follow the common code of conduct on data protection. 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, blocking or revocation, you can get in touch with the GRC Tracing Service centre you contacted for consultation purposes.

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: 030 / 8 54 04 -170
Fax: 030 / 8 54 04 -458
e-mail: suchdienst@drk.de

Our 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: frauke.weber@drk.de.