

Netherlands Red Cross Privacy Statement

The Netherlands Red Cross and the protection of volunteers' personal data

For the Red Cross, the term “volunteers” also includes the Ready2Helpers who are deployed by our organization.

How do we handle the personal data of our volunteers?

Handling personal data carefully is of importance for the Netherlands Red Cross (hereafter: the Red Cross). Personal data are therefore carefully processed and protected. In that way, we follow the laws and regulations regarding the protection of personal data, such as the Algemene Verordening Gegevensbescherming (AVG; General Data Protection Regulation [GDPR]).

The Red Cross has established an information protection and privacy policy. This describes how we implement the AVG/GDPR and especially how we protect personal data. In the following, you can read how we handle our volunteers' personal data.

How does the Red Cross obtain my data?

We process only data that are supplied by the volunteers themselves. When registration is via social media, we collect only data that are able to be checked by the volunteers themselves.

What does the Red Cross do with my data?

All data that we gather are primarily meant to enable us to contact you during and after your work and also to ensure adequate insurance coverage during your activities as a volunteer. Quite frequently we will also inform you about Red Cross activities. In addition, the Red Cross will once in a while consult with you about improving the provision of services and to evaluate the network. We do that as much as possible within specified contact moments. Finally, your data could be used for report purposes. Your personal data will not be used for other purposes, unless the Red Cross is legally obliged to do so.

Does the Red Cross supply my data to others?

The Red Cross will supply your details to others (organizations or persons outside of the Red Cross) only if that is essential regarding the purpose for which the Red Cross has received your data or if we have legal obligations regarding those data. Think, for example, of sharing an attendance list with a trainer in a training programme or a list of names of volunteers to gain entrance to a restricted event site. When supplying personal data to others, the Red Cross ensures that the same safety and confidentiality requirements are imposed on those persons or organizations as the guarantees that are valid for you when those data are provided to the Red Cross.

Does the Red Cross ask permission beforehand in all instances for the use of my personal data?

No, in most cases the Red Cross processes your personal data without asking explicit permission. In the first instance, processing your data follows on from the relationship/agreement that you as volunteer have entered into with the Red Cross. In other cases, the Red Cross has a legitimate interest in processing your details. For example, this is the case when making your data available within our closed digital work environment so that you can be contacted by your fellow volunteers, including those who coordinate your activities, and can be deployed. This applies also in cases of calamity and activities relating to assistance in emergency and events.

When your photo is uploaded to our systems, you are considered to have given permission for it to be published in the system and for it to be used as identification of you as a Red Cross volunteer. We ask your explicit permission only in exceptional circumstances. This includes, among other things, when we would want to use image material (photo and video) in which you are recognizable for, for example, Red Cross promotional purposes.

What about the links to other websites on the Red Cross website?

On our websites, you can find a number of links to other websites. Although those websites are carefully chosen, we cannot be responsible with respect to the use of your data by those organizations. Be aware of this when you leave behind your data on those sites. Therefore, read the privacy statement, if available, of the website that you visit.

How does the Red Cross ensure the protection of my data?

The Red Cross has taken technical and organizational measures to counteract the loss or illegitimate processing of personal data. Your personal data are thus saved as much as possible in our secured digital environment. Moreover, transferring your personal data takes place via a secured connection. Finally, the Red Cross has a privacy and security officer who monitors the policy and its implementation.

How long does the Red Cross keep my data?

The Red Cross retains your personal data no longer than is necessary for the purposes for which we use the data. The exact period depends also on your function/role as a volunteer. For financial data, the retention period is set, according to law, as 7 years.

What control do I have on the use of my data?

You always have the right to view your personal data. Moreover, you have the right to request the correction, limitation, and deletion of your personal data. Further, you can request the transfer of your data. You can also object to the use of your data. If the processing of your data depends on your permission, you may at all times revoke this. You can submit a request for the removal of your data in connection with the termination of your activities as a volunteer [via this page on the Red Cross website](#).

Red Cross cookie policy

In addition to the data regarding volunteers, we also make use of cookies in our Tools volunteers platform.

Cookies are little pieces of information that your internet browser saves on your computer. We use cookies, for example, to make logging in to our website easier and to track statistics.

Why cookie permission?

According to law, an obligation to give permission applies to certain cookies. These are the cookies that do more than ensure good functionality. This means that we ask you for prior permission in order to place those cookies to which this applies on your computer.

What do I give permission for?

The cookies that we place on Tools are purely directed at analyzing and improving the website and platform. We do not place any cookies for matters such as marketing purposes or that make the functionality of other websites (sharing via social media) possible.

How do I give permission?

You give permission by active agreement with the placing of cookies. You do this, after you have been informed about cookies, by clicking on the “Agree” button.

What reasoning do we apply?

The following reasoning is the basis of the authorization and application of your profile:

On the basis of your unique login details and rights on the platform, we identify you as a user, and we provide relevant content for your personal profile.

Which cookies do we place?

On Tools, we use two external sources that place cookies:

- Piwik is a platform such as Google Analytics that helps to collect and process analytic data that provide information about the use of Tools.
- Whatfix (as well as Tools Assistant) is a so-called “digital adoption platform” that provides relevant “Step-by-step guided walk-throughs” that support users in the use of the Tools platform, as well as keeping track of user experience of these “Step-by-step guided walk-throughs”.

Changes

The Red Cross can apply changes to the information protection and privacy policy. Updates are published on the intranet and on the log-on page/website of Ready2Help.

Questions?

If you have any further questions about the processing of your personal data by Red Cross, please contact our privacy officer (privacy@redcross.nl).

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