

Privacy Notice

1. General

The **Multicultural Information Centre** emphasizes that any use of personal data is in accordance to all applicable laws and regulations. This policy provides information on what personal data the Centre collects with regard to its operation and for what purpose the data is collected. It also provides information on any other recipients of personal data, the retention period, legal basis, individuals' rights and other important facts relating to data protection laws.

2. What is personal data and processing of personal data?

The concept of "personal data" includes all data which can be possibly linked directly or indirectly to a specific individual, e.g. through a reference to a personal identifier such as name, social security number, address, email address, phone number, financial status, health, IP address etc.

There are "special categories" of more sensitive personal data which are more private in nature and therefore require a higher level of protection, such as genetic data, biometric data, information about sex life or sexual orientation, race or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership and health.

Processing of personal data essentially means anything that is done to, or with, personal data, such as collection, recording, storage, adaptation or alteration, erasure or destruction.

3. Personal data that the Multicultural Information Centre collects and how that information is used

3.1 Personal data collected about immigrants

In order for us to fulfil our statutory role, which includes providing consultancy and information to public authorities, institutions, companies and individuals regarding immigrant related matters, we need to collect data about the immigrants.

3.1.1 Inquiries

We can receive inquiries via email, telephone or directly in person. In order to respond to queries and provide advice, we may need to collect individuals' basic information (name, email address, phone number, and address) as well as nationality.

3.1.2 Direct assistance request

In order to provide direct assistance to individuals, we must, as necessary, collect their basic information (name, social security number, email address, telephone number, address) and information regarding nationality, marital status and residence permit.

3.1.3 Consultancy to municipalities, institutions and corporate entities

We provide consultancy to municipalities, institutions and companies, e.g. regarding what steps need to be taken to hire a foreign worker. Data that we may need to collect in such cases is basic information (name, social security number, email address, telephone number, address), nationality, marital status, resident permit and information on administrative matters.

3.2 Personal data collected about refugees and other foreign nationals

In order for us to be able to fulfil our role and provide refugees and other foreign nationals the required degree of service we need to collect and process data about them.

3.2.1 Inquiries

The Multicultural Centre receives inquiries via email, telephone and directly in person. In order to respond to queries and provide advice, the Centre may need to collect individuals' basic information (name, email address, phone number, and address) as well as nationality.

3.2.2 Consultancy to municipalities

We process personal data about refugees in order to provide consultancy to municipalities regarding the matters and cases of refugees. The information in question may include basic information (name, social security number, email address, telephone number, address), nationality, marital status, resident permit and information on administrative matters.

3.2.3 Social services contracts

When we enter into social services contracts with refugees the Centre receives information about what particular service the person in question intends to use as well

as their basic information. The processing of that information on behalf of the Centre is to ensure follow-up in the matters of refugees.

3.2.4 Coordinated reception of persons with international protection

Information that we need to collect due to the Centre's role in the coordinated reception system of persons with international protection includes basic information (name, social security number, email address, telephone number, address), nationality, education, marital status, history of trauma, health information, family circumstances previous employment and information on what services the individuals intend to use. We also collect information on resident permit and information on administrative matters. The information is needed in order to place the respective person into appropriate service with a municipality.

3.3 Reimbursements to municipalities

For the purpose of processing municipalities' applications for repayment of financial assistance to foreign nationals who have been domiciled in Iceland for two years or less or are not domiciled and in special circumstances in this country, cf. Article 15 Act no. 40/1991, Coll. rules no. 520/2021, we need to collect basic information, information about citizenship, basic information about other family members, information about the applicant's date of arrival to Iceland and other family members, the reason for the request for assistance, the applicant's status towards the Directorate of Immigration.

4. Automatic decision making

Automatic decision making is the process of making decisions automatically without any human intervention. Such decisions can be based on personal profiles, ie. when personal information is used to assess certain aspects of an individual's well-being, in particular to analyze or predict factors relating to his or her job performance, financial situation, health, etc. An example of automatic decision making would be if the decision to lend through a website was based solely on a credit rating.

The Multicultural Centre does not use automated decision making when processing personal information.

5. Legal basis for processing personal data

The personal data referred to in section 3 is collected and processed on the basis of complying with a legal obligation under the Immigrant Affairs Act, No. 116/2012. Personal data is also

processed about employees on the basis of a contractual obligation and also on the basis of legitimate interests.

6. How long does the Multicultural Information Centre retain personal data?

The institution is a party subject to delivery according to the Act on Public Archives no. 77/2014. For this reason, the institution is not permitted to discard or discard any document that falls within the scope of that law without the permission of the National Archivist. In general, documents in the custody of the Multicultural Centre are handed over to the Ísafjörður District Archives after thirty years in accordance with the first paragraph. Article 15 of the Act on Public Archives, but documents and other records in electronic form shall be submitted to the District Archives when they have reached the age of five.

7. From whom does the Multicultural Information Centre collect data?

We collect personal data, in principle, directly from individuals themselves. In some cases, the Centre receives data from municipalities and employers primarily for the purpose of providing consultation to said parties. We also receive information from the Directorate of Immigration, UNHCR and other public entities for the purpose of pairing refugees and municipalities together, ensuring they receive appropriate and adequate services.

8. When does the Multicultural Information Centre share personal data to third parties and why?

We share personal data to third parties hired to perform predetermined work, such as service providers, agents or contractors. In such cases, the Centre enters into a data processing agreement with the party concerned. Such an agreement stipulates, among other things, the party's obligation to comply with the instructions of the Multicultural Centre on how personal data is handled and processed. The party is not permitted to use the data for other purposes and is obliged to ensure the security of the data.

We are in close cooperation with municipalities as well as other public bodies and institutions. As a result of this partnership, the Centre is required to share personal data about immigrants and refugees to public authorities, including municipalities, the Directorate of Immigration, the Directorate of Labour, The Immigration and Asylum Appeals Board and the Icelandic Human Rights Centre.

9. Personal data transfers outside of the European Economic Area (EEA)

Where your personal data is transferred to a country outside of the EEA, and that country is not subject to an EU adequacy decision, the Multicultural Centre will ensure your data is

protected by appropriate safeguards (e.g., EU-approved standard contractual clauses, a Privacy Shield certification, or a supplier's Binding Corporate Rules).

10. Your rights

If you have granted your consent for processing certain personal data, you are entitled to withdraw your consent at any time pursuant to data protection laws. However, that right does not affect the legitimacy of the processing of data carried out before you withdrew your consent. You also enjoy other rights, such as the right to access your data, the right to have wrong or misleading information about you rectified, the right to have your personal data deleted, the right to restrict that your personal data will be processed, the right to object and your right to data portability. Please note that some of your rights may be subject to certain conditions.

11. Protection of Personal Data

The Multicultural Centre takes precautions, including administrative, technical and physical measures, to safeguard your personal data against loss, theft and misuse, as well as against unauthorized access, disclosure, alteration and destruction. The Centre restricts access to personal data to its employees who need access in order to execute their work. The Centre also ensures that its employees receive regular training on secure handling of personal data.

12. Name and contact details of the controller

Name: The Multicultural Information Centre

SSN: 521212-0630

Address: Árnagata 2-4. 400 Ísafjörður

Email: mcc@mcc.is

13. Additional details and Data Protection Officer

If you have further questions about your rights or how the Multicultural Information Centre handles your personal data, you can always contact the Centre's data protection officer, Dattaca Labs ehf. You can get in contact by sending your inquiry to dpo@dattacalabs.com. You can also contact the Multicultural Information Centre through mcc@mcc.is.

14. Right to file a complaint with the Data Protection Authority

If you have any concern that Iceland Multicultural Information Centre handles your personal data legitimately, you have the right to file a complaint with the regulatory authority (www.personuvernd.is).

15. Revision of this Privacy Notice

This Privacy notice may change from time to time in accordance with changes in relevant laws and regulations or if changes are made to the way the Multicultural Information Centre processes personal information. If changes are made to this privacy notice, this will be announced on the website of the Multicultural Information Centre, www.mcc.is.

After making changes to the privacy notice, they will take effect when the updated version is published.

Version: June 2021