

Privacy Statement for Ethical Trade Norway

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Ethical Trade Norway is committed to protect and respect your privacy in compliance with EU- General Data Protection Regulation (GDPR) 2016/679, dated April 27th 2016. This privacy statement explains when and why we collect personal information, how we use it, the conditions under which we may disclose it to others and how we keep your data secure.

This Privacy Statement applies to collecting and storing personal data as part of Ethical Trade Norway membership, collaboration, courses and events, procurement, communication and other activities relating to Ethical Trade Norway's purpose. It applies also to job applicants.

Who are we?

Ethical Trade Norway is a leading Nordic resource centre for sustainable trade. Ethical Trade Norway's objective is cooperation on trade which promotes human rights, workers' rights, development and environmental standards.

Ethical Trade Norway's offices are located at Hausmanns gate 19, 0182 Oslo, Norway. Ethical Trade Norway is responsible for the data we collect. Our Office Manager and Data Controller can be contacted by e-mail at: info@etiskhandel.no.

When do we collect personal data about you?

- When becoming a member of Ethical Trade Norway and when you are using our services (either as a member or non-member)
- When you interact with us in person, through correspondence, by phone, by social media, or through our websites.

- We may collect personal data if it is considered to be of legitimate interest, and if this interest is not overridden by your privacy interests.

Why do we collect and use personal data?

We collect and use personal data mainly to support recruitment, membership services, projects that support our objective, newsletters and similar mailings, sales and marketing of our services. We also collect data about suppliers, partners and persons seeking a job or working at Ethical Trade Norway.

We may use your information for the following purposes:

- Send you information and marketing communications which you have requested. This may include newsletters, invitations to courses and events, and information relevant to Ethical Trade Norway membership. This information is subscription-based and requires your consent.
- Send you information about membership of Ethical Trade Norway and the services Ethical Trade Norway offer
- Perform sales of services in cases where legitimate and mutual interest is established.
- Perform membership services and follow up our commitments to members of Ethical Trade Norway.
- Provide you with content about courses or events you have registered on, for example, course description and venue.
- Following up on communication around formal or informal cooperation connected to Ethical Trade Norway's objective.
- Follow up on incoming requests (customer support, emails, chats, or phone calls).
- Perform contractual obligations such as order confirmation, invoice, reminders, and similar.
- Process a job application.

Our legal basis for collecting personal data

Collecting personal data based on consents

We collect personal data based on consent using “Consent Forms” that will store documentation related to the consent given by the individual. Individual consents will always be stored and documented in our systems.

Collecting personal data based on contracts

We use personal information for fulfilling our obligations related to contracts and agreements with Ethical Trade Norway members, customers, partners and suppliers.

Collecting personal data based on legitimate interest

We may use personal data if it is considered to be of legitimate interest, and if the privacy interests of the data subjects do not override this interest.

Normally, to establish the legal basis for data collection, an assessment has been made during which a mutual interest between Ethical Trade Norway and the individual person has been identified. This legal basis is primarily related to Ethical Trade Norway’s objective. We will always inform individuals about their privacy rights and the purpose for collecting personal data.

What type of personal data is collected?

We collect name, phone number, title and email address, in addition to your company’s name and contact information. We may also collect feedback, comments and questions received from you in service-related communication and activities, such as meetings, phone calls, documents, and emails. From our websites we may collect IP-address and actions taken on the site.

If you apply for a job at Ethical Trade Norway, we collect the data you provide during the application process.

Ethical Trade Norway does not collect and process any special categories of personal data, such as public unique identifiers or sensitive personal data.

How long do we keep your personal data?

We store personal data for as long as we find it necessary to fulfil the purpose for which the personal data was collected, while also considering our need to answer your queries or resolve possible problems, to comply with legal requirements under applicable laws, to attend to any legal claims/complaints, and for safeguarding purposes.

This means that we may retain your personal data for a reasonable period of time after your last interaction with us. When the personal data that we have collected is no longer required, we will delete it in a secure manner.

Your rights to your personal data

You have the following rights with respect to your personal data:

- The right to request a copy of your personal data that Ethical Trade Norway holds about you.
- The right to request that Ethical Trade Norway corrects your personal data if inaccurate or out of date.
- The right to request that your personal data is deleted when it is no longer necessary for Ethical Trade Norway to retain such data.
- The right to withdraw any consent to personal data processing at any time. For example, your consent to receive e-marketing communications from Ethical Trade Norway.
- If you want to withdraw your consent for e-marketing communications, please make use of the link to manage your subscriptions included in our communication. Please note that you may still receive other communications related to membership, contracts and legitimate interest.
- The right to request that Ethical Trade Norway provides you with your personal data and, if possible, to pass on this information directly (in a portable format) to another data controller when the processing is based on consent or contract.
- The right to request a restriction on further data processing, in case there is a dispute in relation to the accuracy or processing of your personal data.
- The right to object to the processing of personal data, where data processing has been based on legitimate interest.

All queries about Privacy Rights should be sent to info@etiskhandel.no.

Do we share your data with anyone?

We do not share, sell, rent, or trade your information with any third parties without your consent, except from what is described below.

Third-party Service Providers:

We may share your information with suppliers who are providing services to you on our behalf where this information is necessary to be able to perform the service effectively.

Project Partners:

We may share your information with partners with whom we collaborate with on projects linked to our objective where the information is necessary for our partner(s) to carry out the project tasks effectively.

Use of suppliers and sub-contractors (processors and sub-processors)

When using suppliers and sub-contractors who process personal data on our behalf, we are responsible for making sure they commit themselves to adhere to this Privacy Policy and applicable data protection legislation by signing a Data Processing Agreement.

The main data processors used by Ethical Trade Norway are:

- SuperOffice: Provider of CRM-system and e-marketing solution
- Infolink: Provider of server and document management system (ASP-solution)
- Digimaker: Provider of web-services and hosting for Ethical Trade Norway website, with subscription to news services and registration on events, and online reporting platform for members of Ethical Trade Norway
- Viewledger: Provider of online accounting system (Xledger)

Securing your personal information

We will take reasonable effort to secure your personal information from access by both physical and virtual means. We have internal routines that prevent unauthorized persons from accessing your personal information (confidentiality) and to secure against unauthorized changes to your personal information (integrity).

We ensure that Data Processing Agreements with suppliers and sub-contractors who process personal data on our behalf have adequate data security measures in place.

Changes to this Privacy Statement

Ethical Trade Norway reserves the right to amend this Privacy Statement at any time. The applicable version will always be found on our websites.

If we make changes that significantly alter our privacy practices, we will notify you by email or post a notice on our websites prior to the change taking effect.

Your right to complain with a supervisory authority

If you are unhappy with the way in which your personal data has been processed, you may, in the first instance, contact info@etiskhandel.no.

If you remain dissatisfied, then you have the right to apply directly to your national supervisory authority for a decision. The supervisory authorities can be contacted at: www.datatilsynet.no.