

Hamburg Welcome Center (HWC)

Süderstr. 32 b, 20097 Hamburg

Privacy policy

and general information on the implementation of the data protection requirements of Articles 12 to 14 of the General Data Protection Regulation (GDPR)¹ for the Hamburg Welcome Center (HWC)

This information serves to provide transparency as to how the Hamburg Welcome Center (HWC) offices listed in section 1 handle the personal data of the people it advises. This fulfils the information obligations under Articles 12 to 14 of the European Union's General Data Protection Regulation (GDPR).

The protection of personal data is a very high priority. For this reason, personal data is processed in accordance with the statutory provisions, in particular the provisions of the GDPR and the German Social Code (SGB).

Table of contents

1. Who are the jointly responsible parties?
2. Who are your contact persons?
3. For what purpose do we process your personal data?
4. What personal data do we process?
5. How do we process this data?
6. Under what conditions may we pass on your data to third parties?
7. How long do we store your data for?
8. What rights (right to information, right to object, etc.) do you have?

1. Who are the jointly responsible parties (Art. 26, 4 No. 7 GDPR)?

Arbeit und Leben Hamburg e.V., represented by the management

Ausbildungsförderung der Hamburger Wirtschaft e.V., represented by the Executive Board

AWO AQtivus gGmbH, represented by the management

Ministry of Labour, Health, Social Affairs, Family and Integration, represented by the Head of Office AI

Ministry of the Interior and Sport, represented by the management of Office M

Federal Employment Agency, represented by the Hamburg Employment Agency, represented by the Management Board

Diakonisches Werk Hamburg, represented by the Executive Board

Flüchtlingszentrum Hamburg, represented by the management

Handwerkskammer Hamburg, represented by the main management

Jobcenter team.arbeit.hamburg, represented by the management

UVNord, represented by KWB Koordinierungsstelle Weiterbildung und Beschäftigung e. V., represented by the Executive Board

The aforementioned bodies of the HWC are (jointly) responsible within the meaning of data protection law (see Art. 4 No. 7 GDPR). According to Art. 4 No. 7 GDPR, "controller" means the natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data. As part of the cooperation in the HWC, the HWC bodies jointly decide on the purposes and means of processing personal data to achieve the objectives set out in section 3. Therefore, there is a so-called joint responsibility (see Art. 4 No. 7, 26 GDPR).

¹ Within the scope of joint responsibility, Diakonisches Werk Hamburg is obliged to apply the Church Act on Data Protection of the Protestant Church in Germany (EKD Data Protection Act - DSG-EKD) in the currently valid version, which must be in accordance with the GDPR in accordance with Art. 91 GDPR. Sections 16-18 DSG-EKD regulate transparency and information obligations.

As jointly responsible parties, HWC bodies shall set out in a transparent agreement which of them fulfils which obligation under this Regulation, in particular with regard to the exercise of the rights of the data subject, and who complies with which information obligations pursuant to Articles 13 and 14 GDPR or section 17f DSGVO-EKD (cf. Art. 26 para. 1 sentence 1 GDPR).

2. Who is your contact person for questions regarding the processing of your personal data?

You can address any questions regarding the processing of your personal data to the relevant office at the HWC that has dealt with your requests or provided you with advice.

Arbeit und Leben Hamburg e.V.:

Faire Integration: e-mail faire-integration@welcome.hamburg.de

Servicestelle Arbeitnehmerfreizügigkeit: E-Mail arbeitundleben@welcome.hamburg.de

Ausbildungsförderung der Hamburger Wirtschaft e.V.:

e-mail einstiegsqualifizierung@hk24.de

AWO AQtivus gGmbH:

e-mail info@aqtivus.de

Ministry of Labour, Health, Social Affairs, Family and Integration:

Newcomers Service: e-mail newcomers@welcome.hamburg.de

HWC Foreigners' Legal Advice/Clearing Office: e-mail

auslaenderrecht@welcome.hamburg.de

Unternehmensservice Fachkräfte: e-mail unternehmen@welcome.hamburg.de

Ministry of the Interior and Sport:

Hamburg Welcome Center for Professionals: e-mail HWCP@welcome.hamburg.de

Federal Employment Agency (Bundesagentur für Arbeit):

Agentur für Arbeit Hamburg, Team 624 (please mention HWC):

e-mail Hamburg.Vermittlung-HWC@arbeitsagentur.de

Diakonisches Werk Hamburg:

Zentrale Anlaufstelle Anerkennung: e-mail zaa@diakonie-hamburg.de

Flüchtlingszentrum Hamburg:

e-mail dk@fz-hh.de

Handwerkskammer Hamburg:

in the HWC: e-mail handwerkskammer@welcome.hamburg.de

Jobcenter team.arbeit.hamburg:

HWC-Jobcenter t.a.h-Team: e-mail team-arbeit-hamburg.hwc@jobcenter-ge.de

UVNord:

Project 'Specialists for Hamburg' of the KWB Coordination Office for Continuing Education and Employment e. V.: e-mail uvnord@welcome.hamburg.de

For further data protection questions, you can contact the data protection officer responsible for the respective office:

Arbeit und Leben Hamburg e.V.:

Data Protection Officer: ARTUS GmbH & Co KG, Schaafsweg 42, 47559 Kranenburg, e-mail luerweg@luerweg.de, phone 02821-760 66 00

AWO AQtivus gGmbH:

Data Protection Officer, e-mail elena.arrabal@awo-hamburg.de, phone 040-284072-280

Ministry of Labour, Health, Social Affairs, Family and Integration:

Data Protection Officer of the Ministry of Labour, Health, Social Affairs, Family and Integration, Hamburger Str. 47, 22083 Hamburg, e-mail datenschutz@soziales.hamburg.de, phone 040-42863-0 (head office)

Ministry of the Interior and Sport:

Data Protection Officer of the Ministry of the Interior and Sport, Johanniswall 4, 20095 Hamburg, e-mail bdsb@bis.hamburg.de, phone 040-42839-3705

Federal Employment Agency (Bundesagentur für Arbeit):

Data Protection Officer/ Staff Unit Data Protection, Regensburger Straße 104, 90478 Nürnberg, Website: <https://www.arbeitsagentur.de/datenschutz/> / Contact person for data protection at the Hamburg Employment Agency, e-mail Hamburg.Datenschutz@arbeitsagentur.de

Diakonisches Werk Hamburg:

Local Data Protection Officer at Diakonisches Werk Hamburg, Königstraße 54, 22767 Hamburg, e-mail datenschutz@diakonie-hamburg.de

Flüchtlingszentrum Hamburg:

Data Protection Officer, Adenauerallee 10, 20097 Hamburg, e-mail dsb@fz-hh.de, phone 040-284 079-0

Handwerkskammer Hamburg:

Data Protection Officer of Handwerkskammer Hamburg, GLENDE CONSULTING GmbH & Co. KG, Holstenwall 12, 20355 Hamburg, e-mail datenschutz@hwk-hamburg.de, phone 040-35905-0

Jobcenter team.arbeit.hamburg:

Data Protection Officer of Jobcenter team.arbeit.hamburg, Raboisen 28, 20095 Hamburg, e-mail team-arbeit-hamburg.Datenschutz@jobcenter-ge.de, phone 040-600 98 253

UVNord:

Data Protection Officer of KWB Koordinierungsstelle Weiterbildung und Beschäftigung e. V., Haus der Wirtschaft, 2nd floor, Kapstadtring 10, 22297 Hamburg, e-mail datenschutz@kwb.de, phone 040-334241-0

3. For what purpose and on what legal basis is your personal data processed?

The above-mentioned offices of the HWC process personal data for the purpose of advising and supporting immigrant and potential immigrant skilled workers on their journey into the Hamburg labour market. The aim is to find employment that matches your skills as closely as possible. The aim is also to shorten the duration of receipt of transfer benefits (e.g. unemployment benefit in accordance with SGB II) and to increase the employment rate of people with a migration background.

Specifically, we offer advice and support on professional qualifications, German language support, the assessment and recognition of your professional qualifications and skills, integration into the labour market and practical issues relating to life in Hamburg, from childcare and school to taxes, social security and employee rights.

Data processing is based in particular on Art. 6 para. 1 lit. c, e GDPR in conjunction with Sections 35 SGB I and 67 et seq. SGB X as well as the relevant statutory provisions from SGB II and SGB III and other special statutory regulations and Section 6 No. 1 DSG-EKD. In addition, pursuant to Art. 6 para. 1 lit. a in conjunction with Art. 7 GDPR or Sections 11, 6 No. 2 DSG-EKD, data processing is also permitted if the data subject has given their consent (see Art. 4 No. 11 GDPR, Section 4 No. 13 DSG-EKD).

4. What personal data do we process?

We process the following personal data in particular:

a) Master data including contact details

These are in particular: surname, first name, date of birth, address, telephone/mobile number, e-mail address, marital status, nationality, residence status, pension number/social security number, customer number, file number.

b) Consulting data

(including improvement of labour market integration/placement/integration in training and work)

This includes in particular information on

- your curriculum vitae, e.g. information on school, academic and professional qualifications as well as professional experience, proof of educational and professional qualifications (e.g. certificates)
- your knowledge and skills (e.g. driving licence) and language skills
- your current professional situation and your professional goals
- job vacancies, job applications (if not anonymized) and, if applicable, feedback from employers
- information on securing a livelihood (e.g. also benefit receipt according to SGB II)

If we are unable to clarify a matter with your help, we may also collect personal data relating to you from other public and non-public bodies or persons in compliance with the legal requirements. These may be, for example, other social service providers, employers, training companies, training/education providers, etc.

In addition, personal data may also be obtained from public sources, such as the register of residence, commercial register and land registry office. We only collect special categories of personal data, so-called "sensitive data", if this is necessary for the specific procedure.

5. How do we process this data?

Personal data is stored in the automated administrative procedures and used as the basis for further administrative procedures. Technical and organizational security measures are used to protect personal data against accidental or unlawful destruction, loss or alteration and against unauthorized disclosure or access. The security standards are always based on the latest technological developments. The respective IT specialist applications of those responsible are used.

6. Under what conditions may we pass on your data to other bodies?

We may only pass on all personal data that has become known to us in an administrative procedure to other persons or bodies if you have consented to the transfer or if the transfer is permitted by law.

Examples: other social benefit providers (e.g. German state pension [Deutsche Rentenversicherung], health insurance), employers, training companies, training/education providers, Federal Ministry of Labour and Social Affairs, Federal Audit Office, Federal Office for Migration and Refugees, debt counselling, addiction counselling, psychosocial care, schools, processors (e.g. IT service providers), external research institutes, other third parties such as municipal offices.

7. How long will your data be stored?

The following retention/archiving period applies to personal data in a file jointly maintained by the above-mentioned responsibilities after the case has been closed: 5 years

The case is terminated if none of the above-mentioned offices of the HWC continue the case.

If applicable, deviating deadlines for data storage in the IT specialist procedures of those responsible:

- **Arbeit und Leben Hamburg e.V.:** 5 years
- **Ausbildungsförderung der Hamburger Wirtschaft e.V.:** 5 years
- **AWO AQtivus gGmbH:** 5 years
- **Ministry of Labour, Health, Social Affairs, Family and Integration:** not applicable
- **Ministry of the Interior and Sport:** not applicable
- **Federal Employment Agency (Bundesagentur für Arbeit):** 5 years (IT specialist procedure VerBIS)
- **Diakonisches Werk Hamburg:** 10 years
- **Flüchtlingszentrum:** 5 years (except for data forwarded to the Flüchtlingszentrum/refugee centre outside the HWC or data collected separately if you have consented separately and you have been provided with an additional declaration of consent; then other retention periods may also apply).
- **Handwerkskammer:** 5 years
- **Jobcenter team.arbeit.hamburg:** 5 years (IT process VerBIS)
- **UVNord:** When storing data, the provisions of the GDPR in conjunction with the Federal Data Protection Act (BDSG) are complied with. Personal data will be deleted accordingly once the purpose of storage no longer applies. Deviating retention periods prescribed by law and funding law are observed.

8. What rights (right to information, right to object, etc.) do you have?

You have various rights under the GDPR. Details can be found in particular in Articles 15 to 18 and 21 of the GDPR and sections 19 et seq. DSG-EKD, the so-called data subject rights.

• Right to information

You can request information about your personal data processed by us. In your request for information, you should specify your request in order to make it easier for us to compile the necessary data. The request should therefore include details of the specific administrative procedure and the stage of the procedure.

- **Right to rectification**

If the information concerning you is not (or no longer) correct, you can request a correction. If your data is incomplete, you can request that it be completed.

- **Right to erasure**

You can request the deletion of your personal data. Your right to erasure depends, among other things, on whether the data concerning you is still required by us to fulfil our legal obligations.

- **Right to restriction of processing**

You have the right to request that the processing of data concerning you be restricted. The restriction does not prevent processing if there is an important public interest in the processing.

- **Right to object**

You have the right to object, on grounds relating to your particular situation, at any time to processing of data concerning you. However, we cannot comply with this if there is an overriding public interest in the processing or if a legal provision obliges us to process the data.

- **Right to complain**

If you are of the opinion that we have not or not fully complied with your request, you can lodge a complaint with the competent data protection supervisory authority:

The Federal Commissioner for Data Protection and Freedom of Information (Der Bundesbeauftragte für den Datenschutz und die Informationsfreiheit)

Graurheindorfer Str. 153, 53117 Bonn

Tel: +49 (0)228 997799-0

Fax: +49 (0)228 997799-5550

E-mail: poststelle@bfdi.bund.de

De-Mail poststelle@bfdi.de-mail.de

The Hamburg Commissioner for Data Protection and Freedom of Information (Der Hamburgische Beauftragte für Datenschutz und Informationsfreiheit)

Ludwig-Erhard-Straße 22, 20459 Hamburg

Phone: +49 (0)40 4 28 54 - 40 40

E-Fax: +49 (0)40 4 279 - 11811

E-mail: mailbox@datenschutz.hamburg.de