



**Further information on data protection  
regarding the FSC Online Claims Platform  
-Privacy Policy-**

FSC Global Development GmbH ('FSC GD') believes that personal data is a valuable asset and data protection is of utmost importance. FSC GD thus respects and protects the privacy of users of the Online Claims Platform (OCP) according to the relevant data protection regulations.

In the following we would like to give you an overview, which personally identifiable information will be collected for which purposes when using the OCP.

We reserve the right to revise this policy or any part of it from time to time. Thus, we would kindly ask you to review this policy periodically for any changes.

**The Information we collect and how we use this information**

1. The use of the OCP requires you to register with your e-mail-address and a password in order to establish an account. The information requested from you during the registration process is required to establish your account and to allow us to provide our services. This includes inter alia your company name and your FSC certificate ID.
2. All data with regards to your FSC certificate will be automatically transferred from [info.fsc.org](http://info.fsc.org) to the OCP. During the registration process you will have the opportunity to verify your current information as it can be found on [info.fsc.org](http://info.fsc.org). In the event that certificate data is incorrect, you will have the chance to update and correct the respective information. Any changes will be shared with your Conformity Assessment Body, who will need to approve them, before the data is updated on both [ocp.fsc.org](http://ocp.fsc.org) and [info.fsc.org](http://info.fsc.org).
3. In the ordinary course of events, we use personally identifiable information you provide us with solely to respond to your inquiries and to provide the services of the OCP. In order to fulfill our obligations, your information will be shared with parties that provide services on our behalf.



4. Information relating to transactions which are relevant for the FSC Certification Scheme will solely be entered into the OCP and administrated by yourself.
5. In order to comply with the FSC Certification Scheme requirements, you may allow your Conformity Assessment Body to audit your transaction data for the mandatory annual audit.
6. FSC GD and members of the FSC Network (an overview can be found here: <https://ocp.fsc.org>) will use your name and address for further information with regards to the FSC Certification Scheme. Your data will not be disclosed to third parties outside the FSC Network for commercial purposes. Your email address and telephone number will be used for marketing purposes by the FSC Network, if you have given us your respective consent. You can withdraw your consent for the future at any time, by sending an email to [privacy@fsc.org](mailto:privacy@fsc.org).

As indicated above, your contact information will be shared with any members of the FSC Network throughout the world, including the United States, Europe and Asia. Personal Information which users in the European Union provide to us may thus be transferred to other countries (including the United States), where the data protection laws may differ from those of the European Union.

7. We will not contact you about other matters, unless you specifically request it, nor will we share, rent, or sell your personally identifiable information to any third party outside the FSC Network, except where we are required to share your information with any third parties who provide services on our behalf. However, it is possible, that we might be forced to disclose personally identifiable information in response to legal proceedings or when we believe in good faith that the law requires it, for example, in response to a court order, subpoena or a law enforcement agency's request.

### **Our commitment to security**

We employ reasonable security measures to prevent unauthorized access to the OCP and to preserve the integrity and security of your personal information. However, we cannot guarantee the security of your personal information. In particular, we cannot guarantee the privacy of personal information you transmit over the web or that may be collectable in transit by others, including contractors who provide services to us.



You can increase the security of your personal information by keeping your password confidential and by changing it regularly.

### **How to contact us**

If you have any questions or concerns with regards to our privacy policy or its implementation, you may contact us at [privacy@fsc.org](mailto:privacy@fsc.org). If at any time you decide that we should no longer hold any of your personal data, or you would like to change the use to which any such data can be put, please let us know by emailing us at [privacy@fsc.org](mailto:privacy@fsc.org).

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