**Privacy Statement for Trademark Portal**

**including Certificate Status Watch Tool**

**Introduction:**

Thank you for joining FSC’s Trademark Portal, an internet-based technology providing FSC certificate holders with a tool to create compliant FSC® on-product and promotional labels as well as to monitor the status of certificates. The portal also provides access to additional supporting material, such as training guides.

We at FSC GD (Forest Stewardship Council Global Development GmbH) respect your privacy and want you to understand how we collect, use, and share personal data about you in compliance with applicable data protection laws in relation to the use of the Trademark Portal.

This Privacy Statement covers our data collection practices and describes your rights to access, correct, or restrict our use of your personal data.

Except where we provide you a link to a different privacy statement or reference other privacy documentation, this Privacy Statement applies when you visit or use the FSC Trademark Portal.

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**1. Service Description**

The Trademark Portal is an internet-based technology providing FSC certificate holders with a tool to create compliant FSC® on-product and promotional labels as well as to monitor the status of certificates (hereinafter: “Service”). The portal also provides access to additional support material, such as training guides. The duties of hosting, maintenance and data processing are conducted by FSC International IT Services of FSC GD.

FSC GD is the ´**controller**´ of the personal data you provide to the Trademark Portal and FSC International IT Services acts in a function of a ‘**processo**r’ in providing the technical infrastructure of the platform.

**2. What Personal Data We Collect**

In order to provide the Services, we may need to collect or store some personal data. The personal data we process can include the following:

* Full name (first name, last name)
* Email address
* User name
* Encrypted password
* FSC License code
* Language
* State of activities
* Log in times to the platform
* IP address
* Users’ comments

We will not collect any personal data from you that we do not need to provide and oversee this Service to you.

**3. How We Collect Your Personal Data**

We process personal data provided to us directly by you as well as by your certification body. You as user of the Trademark Portal are responsible to provide accurate, complete and up-to-date information during or after the registration to the Trademark Portal and when completing an access request form.

Personal Data your certification body provides to us includes your full name (first name, last name), email address, FSC License code and language. If the personal data needs to be corrected, please contact the respective certification body.

During the use of the Trademark Portal we will log personal data concerning your activities and log-in times to the Trademark Portal, for purposes of supporting the Service (log files of the webserver). We collect anonymized analytics via *Matomo*, which honors “Do not track me”, if you configure your browser accordingly. For details on our use of *Matomo* cookies, please see the respective section below.

**4. How We Use Your Personal Data**

We are not using your personal data for anything else beyond the providing the Services or the processing described in this Privacy Statement. In detail, we use your personal data to provide our Services, improve and update our Services, communicate with you, secure against fraud and abuse, troubleshoot issues and as necessary for safety and integrity based on our legitimate interest (Art. 6 para. 1 lit. f GDPR). In addition, we use your personal data as is required by law (Art. 6 para. 1 lit. c) GDPR).

Our technical staff will use the log files for purposes of trouble shooting, and for providing help to end users. The collected analytics, anonymized and aggregated information, is used to improve the platform.

**5. Who We Share Your Personal Data With**

We will not share your personal data with other third parties, unless described in this Privacy Statement or as required to do so by law.

All the personal data we process is processed by FSC International IT Services, however for the purposes of IT hosting and maintenance this information is located on servers in Strasburg in France and Cologne in Germany.

We do not share the personal data, especially collected via Certification Status Watch Tool, with any third party nor do we use your personal data for any further analysis beyond providing the Service. This Service is provided solely for your convenience.

**6. How Long We Keep Your Personal Data**

We will keep your personal data for 7 years following the termination of your account on our Trademark Portal according to our certification requirements. The personal data entered into the Certificate Status Watch is under the sole control of the user, i.e. when you erase a record, it is permanently erased.

**7. Security**

We are committed to ensuring the privacy of your personal data. In order to prevent unauthorized access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the personal data we collect online.

**8. Your Rights**

We would like to make sure you are fully aware of all your data protection rights. You are entitled to the following:

* **The right to access** enables you to receive information on whether we process your personal data as well as a copy of the personal data we process about you.
* **The right to rectification** enables you to have any incomplete or inaccurate personal data we hold about you corrected, though we may need to verify the accuracy of the new personal data you provide to us.
* **The right to erasure** enables you to ask us to delete or remove personal data where there is not a good reason or legitimate interest for us to continue to process it.
* **The right to restrict processing** enables you to ask us to suspend the processing of your personal data under specific circumstances.
* **The right to data portability** enables you to request that we provide you or a third party of your choosing with the personal data which you have provided to us (in a structured, commonly used, machine-readable format).
* **The right to object** enables you to object to our processing of your personal data where we rely on our legitimate interest as legal basis. In some cases, we may demonstrate that we have compelling legitimate grounds to process your personal data which override your rights and freedoms.
* **The right to make a complaint** to the competent data protection authority. We would, however, appreciate the chance to deal with your concerns so if you have any questions or concerns regarding our processing of your personal data please contact us at privacy@fsc.org.

If you would like to exercise one of your data protection rights, please do not hesitate to contact us at [privacy@fsc.org](mailto:privacy@fsc.org) or our Data Protection Officer at the contact details set out below.

**9. Cookies and Similar Technologies**

**What are cookies?**

Like many other websites, we also use "cookies".  Cookies are text files placed on your computer, to help the website analyze how users use the site. This automatically gives us certain personal data, such as IP address, browser used, operating system from your computer and your connection to the Internet.

**How do we use cookies?**

We use analytics cookies of the services provider *Matomo*. We only keep track of the countries and domains from which people visit us, the browser and/or Internet Service Provider used and other related information. We anonymize your IP address. We analyze this information for trends and statistics.

The described information generated by the cookie about your use of the website (including your anonymized IP address) will be transmitted and stored on our servers in France and Germany. FSC GD will use this information for the purpose of evaluating your use of the website, compiling reports on website activity and providing other services relating to website activity and internet usage. Unless required by law, we will not pass on the personal data collected by us to third parties without your consent.

Only the people from within the FSC Group (which may include affiliates of FSC AC who need it to respond to your communication) will use this information.

You can view our website without cookies. You can refuse the use of cookies by selecting the appropriate settings (“do not accept cookies”) on your browser. Please note that if you do this you may not be able to use the full functionality of this website.

**10. How to Contact Us**

If you have questions about this Privacy Statement, the personal data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us:

Email us at: privacy@fsc.org

Postal Address and further company details:

FSC Global Development GmbH,

Adenauerallee 134, 53113 Bonn, Germany

Phone: 0049 (0) 228 36766 0, Fax: 0049 (0) 228 36766 30

Managing Director: Kim Bering Becker Carstensen Commercial register: Bonn HRB 15990

VAT-Ident-No: DE258067376

IT Development and Maintenance:

FSC Global Development GmbH

FSC International IT Services

Adenauerallee 134 · 53113 Bonn · Germany  
Phone: +49 (0) 228 367 66-0, Fax: +49 (0) 228 367 66-30

If you have a complaint about our use of your personal data, please contact our Data Protection Officer to address your complaint:

**Rolf Poschmann**  
Sanddornweg 8, 45481 Mülheim  
E-mail: [poschmann@iitr.de](mailto:poschmann@iitr.de)   
Phone: +49 2102-87 99 181

**11. Changes to our Privacy Statement**

We reserve the right to unilaterally change this Privacy Statement from time to time to ensure that it complies with current legal requirements or to implement changes to our Services in the Privacy Statement, for example, when introducing new Services.

In this case FSC GD will send a notification regarding any changes to your email address which is known to FSC GD.

This Privacy Statement was last updated on 10 December 2019.