



## Forest Stewardship Council® (FSC®) FSC Malaysia

### DATA PROTECTION

#### Privacy Statement

Thank you for contacting us at FSC Malaysia. We at FSC (the Forest Stewardship Council) Malaysia respect your privacy and want you to understand how we collect, use, and share data about you in compliance with applicable data protection laws.

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

By using any of the various 'Contact Us' online forms, you agree to the terms of this Privacy Statement.

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## **Forest Stewardship Council® (FSC®)**

**FSC Malaysia**

### **1 What Information We Collect**

In order to detail with your request, we may collect some personal data. The personal data we collect on the 'Contact Us' forms includes the following:

- Full name (first name, last name)
- Email address
- Location
- IP address
- Cookie ID
- Date & Time; or
- Specific content provided by user which might contain further personal and business data specific to each 'Contact Us' online form.

### **2 How We Collect Your Data**

You as a website user directly provide us with most of the data we collect. As user of the 'Contact Us' forms you are responsible for providing accurate, complete and up-to-date information. This information includes your full name (first name, last name), email address, and country.

### **3 How We Use Your Data**

We process your personal data for one or several of the following purposes:

- To communicate with you,
- To provide information on FSC licenses or on collaboration with FSC,
- To improve and maintain performance in the FSC certification process,
- To help us to produce FSC reports,
- To monitor compliance with the certification process,
- To handle complaints or resolve infringements,
- To show impact of FSC,
- To develop market intelligence; or
- As is required by law for safety and integrity.

All the personal data we process is processed by FSC Malaysia, however for the purposes of IT hosting and maintenance this information is located on servers in Strasburg in France and Cologne in Germany. We will not collect any personal data from you that we do not need to provide and oversee this service to you.

## **Forest Stewardship Council® (FSC®)**

### **FSC Malaysia**

#### **4 Who We Share Your Data With**

Your personal data will be accessible to the data controller at FSC Malaysia and FSC GD. We will only share your personal data with third parties with whom we contract in order to pursue our legitimate interest in providing services to you, answering your queries and handling your complaints. This can include:

- Staff or units of different entities of the FSC Group(1),
- Staff or units of FSC network(2) partners & certification bodies(3),
- Members of stakeholder working groups,
- Third party service providers; email service providers; IT service providers,
- Companies about which a complaint is submitted, or
- Independent experts, governmental offices or appeals panels in the complaints process.

We will take all reasonable steps, such as the inclusion of clauses in our contracts with such processors or controllers, to ensure that your personal data is safe and treated securely and in accordance with this Privacy Statement.

(1) FSC Group refers to FSC AC, FSC Global Development GmbH, FSC International Center gGmbH, and Assurance Services International GmbH.

(2) FSC Network refers to the global network supporting FSC Group's mission consisting of the FSC Group itself, the FSC Indigenous Foundation, the FSC Investments and Partnerships Inc., and other regional and national partner organizations as listed at [fsc.org/en/page/locations](http://fsc.org/en/page/locations).

(3) certification bodies refer to the body that perform conformity assessment services and that can be the object of accreditation.

#### **5 How Long We Keep Your Personal Data**

This would depend on the issue you are contacting us for. Personal data collected for our 'Contact Us' forms will not be stored longer than is necessary in order to achieve the purposes as named within this privacy and cookie statement unless FSC or any of the third-parties engaged by FSC must observe a longer statutory retention period based on a legal obligation. In some cases, we may be legally obliged to keep your data for 10 years. Any information we use for marketing purposes might be kept with us until you notify us that you no longer wish to receive this information.



## Forest Stewardship Council® (FSC®) FSC Malaysia

### 6 Security

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

### 7 Your Rights

FSC would like to make sure you are fully aware of all your data protection rights. Every user is entitled to the following with regards to their data:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling.

Upon your request, we provide you with information about the personal data we hold about you. You have the right to access or verify your personal data FSC Malaysia is holding and to have your personal data modified, corrected or deleted under certain conditions at any time. If you would like to exercise one of your data protection rights, please do not hesitate to contact us at [info@my.fsc.org](mailto:info@my.fsc.org).

**Forest Stewardship Council® (FSC®)**  
**FSC Malaysia**

## **8 Cookies and Similar Technologies**

### **What are cookies?**

Cookies are text files placed on your computer to collect standard internet log information and visitor behavior information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

### **How do we use cookies?**

Our use of Cookies automatically gives us certain data, such as IP address, browser used, operating system from your computer and your connection to the internet. The information generated by the cookie about your use of the Contact Us online forms (including your anonymized IP address) will be transmitted and stored on our servers in France and Germany. FSC Malaysia will use this information for the purpose of evaluating your use of the Contact Us online forms, compiling reports on activity and providing other services relating to Contact Us online forms activity and internet usage. Unless the law requires so, in no case will the data collected by FSC Malaysia be passed on to third parties or a link with personal data will be established without your consent.

### **How to manage cookies**

You can use our Contact Us online forms 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 Contact Us online forms. By using Contact Us online forms, you consent to the processing of data about you by FSC Malaysia in the manner and for the purposes set above.

## **9 Your Requests and Complaints**

If you have any request for access, rectification, blocking and/or erasure of your personal data please contact us at [info@my.fsc.org](mailto:info@my.fsc.org).



## **Forest Stewardship Council® (FSC®)** **FSC Malaysia**

### **10 How to Contact Us**

If you have questions about this Privacy Statement, the 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: [info@my.fsc.org](mailto:info@my.fsc.org).

#### **FSC Malaysia**

Suite 12A-1, Level 12A,  
Tower 1, Wisma Amfirst,  
Jalan Stadium, SS7/15,  
47301, Kelana Jaya,  
Selangor, Malaysia

### **11 Changes to our Privacy Statement**

We reserve the right to 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 your further visit will be subject to the new privacy policy. Be sure to check back here periodically for any changes.

This Privacy Statement does not extend to anything that is inherent in the operation of the internet, and beyond the control of FSC and is not to be applied in any manner contrary to applicable laws, rules or regulations.