



Privacy statement for Nadheim

This privacy statement describes how Kirkens Bymisjon, Nadheim collects and uses personal data about you when you contact us and use our services.

1. Why do we process your personal data?

We process information about you to be able to assist you and ensure access to the necessary services.

If you receive healthcare from us, we will process your personal data to be able to give you healthcare assistance.

In the case of outreach work, we will process information to be able to get in touch with those we want to provide information about our services to.

2. What personal data about you do we process?

The data we collect depends on what you want us to assist you with. These may be:

- Contact information
- Age
- Language, nationality, and country of origin
- Interests
- Education
- Financial data
- Workplace and occupation
- Gender
- Religion
- Marital status
- Sexual relations or sexual orientation
- Health data
- Information connected to your case.

3. Do we share your personal data with anyone?

We only share information with others when you have consented to it. This could be for example NAV (social services), primary health care services, the specialist health care services, or immigration. The Information is only shared with your agreement.

In some instance we will be mandated by law to inform others, for example child protective services.

4. What gives us permission to process your personal data?

There are strict laws regarding the storage of personal data, and there have to be good reasons to do so.

If we need to, we write down some information about you, for example your contact information. We will inform you about this. This is called legitimate interest.

If needed, we will get consent from you to write down the information we need to give you the best possible assistance.

If you receive healthcare from healthcare personnel, we have a legal obligation to record and document the help you receive.

We have legitimate interest when we store information that is openly available on different websites.

5. How is the personal data secured?

We have system technical, organisational, and physical security measures and routines to protect your personal data.

6. Where do we get information from?

We make a note of the information that you give us.

If you give us consent and it is relevant, we write down information from other sources.

When you receive healthcare, we write down information from other healthcare services or public authorities.

In our work we also use information that is available openly on the internet.

7. Who is responsible for the processing of personal data?

It is the foundation «Stiftelsen Kirkens Bymisjon», by the top leadership, that is responsible for your personal data being processed according to the privacy regulations. The daily responsibility is followed up by the Nadheim offices in Bergen, Oslo, Stavanger, and Trondheim.

8. Your rights

You have several right according to the privacy regulations. Here you can read about your rights.

- You have the right to see all the data we have about you.
- You have a right to ask us to delete your personal data. When you have received help from healthcare personnel, we are obliged to store that information.
- You have the right to ask us to correct your personal data. If we have registered wrong information about you, you can contact us to get these corrected. In the health records we cannot change the data. In this case you can provide supplementary information so that your opinions can be expressed.
- You have the right to request a restriction in the processing of your personal data if you believe that we are processing it illegally. This means that we cannot use the data until we can answer whether we are processing your personal data legally.

- In some instances, you have the right to protest our processing of your personal data. If you disagree with how we use your personal data, you can protest this. In this case we won't be able to process your personal data.
- You have the right to take your personal data with you to another organisation. This is called data portability. You must then receive your information in a commonly used file format, or have it transferred to the other organisation if possible.
- You also have the right to complain to the Norwegian Data Protection Authority. The complaint is sent to the Norwegian Data Protection Authority, PO Box 458 Sentrum, 0205 Oslo.

You can exercise your rights by sending us an email, and you are entitled to a reply without undue delay, and within 30 days at the latest.

9. Contact information to the Nadheim offices and the data protection officer

You can contact us if you have any questions about data protection and privacy information.

We also have a data protection officer who can give you information and assistance.

The data protection officer is responsible for ensuring that we don't break the data protection laws, and that your rights are protected.

The Nadheim offices:

Kirkens Bymisjon Vest- Nadheim Stavanger
 Address: Kongsgata 48, 4005 Stavanger
 Telephone/ WhatsApp: +47 918 58 305
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 Address: Norbygata 45, 0190 Oslo
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Kirkens Bymisjon Midt – Nadheim Trondheim
 Address: Bergljots gate 4A, 7030 Trondheim
 Telephone/Whatsapp: + 47 45 87 78 19
 Email: Nadheim.trondheim@bymisjon.no

- Data protection officer in the foundation "Stiftelsen Kirkens Bymisjon":
 Address: Tollbugata 3, 0152.
 Telephone: + 47 47 48 70 36
 Email: personvernombud@bymisjon.no