

Information notice for refugees and asylum seekers in Iraq on the processing of their personal data by UNHCR ,Government ,and Partners

Who are we?

The United Nations High Commissioner for Refugees (UNHCR) is mandated by the United Nations to protect and safeguard the rights of refugees. UNHCR also support former refugees who have returned to their home country, people displaced within their own country, and people who are stateless or whose nationality is dispute. In Iraq, UNHCR assists the authorities in providing protection and humanitarian assistance to forcibly displaced and stateless persons and coordinating the delivery of assistance among multiple humanitarian organizations and service providers.

What is personal data?

Any data related to an individual that can help reveal his/her identity is considered personal data. Personal data includes biographical data such as name, sex, marital status, date and place of birth, country of origin, biometric data such as a photograph, fingerprint, facial or iris image, etc.

Why do we collect your personal data?

The personal data will be collected to enable UNHCR to pursue its mandate. We will include your data in our database to establish your personal identity and capture your biographical information. The same process will be repeated for all family members and is known as registration. Your personal data will then be used to provide you with protection services and assistance based on your needs and in line with the eligibility requirements of certain programmes.

What type of personal data do we need and how will we use it?

UNHCR will need personal data about you, including:

- i. full name, mother's name, gender, date of birth, country, and area of origin, birthplace, ethnicity, education and occupation, reasons for leaving your country of origin, and your concerns in this connection, date, and mode of your arrival in Iraq, your marital status, your family composition, your military history as relevant and your political and religious affiliation,
- ii. Necessary information about any specific needs (e.g., health conditions) that you or your family members may have to allow for more targeted assistance and support,
- iii. Major life events in the country of origin and the country of asylum
- iv. Copies of your identification documents,
- v. Photo, fingerprints and iris scan for identification and assistance distribution
- vi. Contact information (such as full address and phone number in Iraq) to be able to contact you.

Your personal data will be kept for as long as required to provide you with or consider your case for assistance and services. We may keep your personal data longer to demonstrate accountability for our programmes when necessary. UNHCR will store some of your data permanently and will take all necessary measures to minimize such data and ensure its security in line with international standards.

Your personal data will be treated confidentially and only those who are authorized and need to see it will be given access to it. Your data is governed by the framework for processing of personal data, established by UNHCR's General Policy on Personal Data Protection and Privacy released in 2022.

Who will have access to your data?

Authorized UNHCR and Partners' staff including registration and case workers are able to read your data for the purpose of service provision. Authorized staff access to your data is subject to the role of each staff and their seniority thus not all UNHCR or Partners' staff have the same

access.

UNHCR will share your personal data with the Iraqi authorities to i) identify you as a person seeking asylum in Iraq, ii) inclusion in the national asylum system where possible and applicable, iii) facilitate regularizing your residence in Iraq and issuance of relevant documents like identification cards or residence permits which will ensure access to your rights including public services as stipulated by the relevant Iraqi laws and legislation. Personal data that could be shared with the government include full name, date of birth, place of birth, registration date, arrival date, your family size, UNHCR registration number and country of origin, in addition to address and contact details.

Where it is necessary to provide and coordinate assistance, your personal data may be shared with humanitarian organizations, government institutions and other service providers helping refugees and asylum seekers in Iraq. Personal data that could be shared for the purpose of assistance include full name, marital status, Date of birth, place of birth, family size, and nationality, in addition to address and contact details. Moreover, specific needs and vulnerabilities in relation to your case and assistance needed might be shared in case necessary.

Under no circumstances, will we share your personal data with government of your country of origin without your consent.

What do you need to know further?

You are under an obligation to tell the truth. It means you must tell what you know, and not distort, fabricate or conceal facts. If you provide any misleading information or conceal material facts, this may have negative consequences on your case. Similarly, if you provide false information or documentation, misrepresenting family composition or personal circumstances to UNHCR, such acts will be treated as fraud and your case processing will be halted.

Decisions about your eligibility for assistance will be made by UNHCR personnel and/or its partner personnel.

Your data with UNHCR needs to be as up-to-date as possible, and to this end, it is important that you inform us of any significant changes in your circumstances, including change of your address and telephone number, arrival or departure of family members, new birth, death or any other changes in your household. You can request an appointment with UNHCR registration team by submitting a request accessible through UNHCR [help page: https://help.unhcr.org/Iraq](https://help.unhcr.org/Iraq)

In all data processing activities including data sharing, UNHCR applies the principles of **data minimization, necessity, and proportionality**. This means that only the necessary and minimum data is shared and proportional to the benefit to be received by the people with and for whom UNHCR works.

What are your rights?

You have the right to be informed about the registration process, its purpose, the data we will collect as how it will be used. You have the right to understand what/if any data will be shared, with whom and for what purpose. You have the right to access your personal data. You have the right to correct or update your personal data. Under certain conditions, you have the right to ask that we delete your personal data. You have the right to object to our use of your personal data at any time. Please note that you can exercise your rights by contacting us through the channels provided below.

Please note that processing your personal data is necessary for UNHCR to practice its mandate therefore if you chose to object you may not be able to have access to UNHCR registration and accordingly to the protection services provided by UNHCR and its partners.

UNHCR and Partners Services – Free of Charge

- i. UNHCR services are provided free of charge. UNHCR has zero tolerance for fraud.
- ii. If anyone claims to be working for UNHCR or its partners and asks you for money or sexual favors, in exchange of assistance or support, please immediately report this to UNHCR. If you have any information about any fraudulent acts, you must report them.
- iii. In case you have any information on any fraudulent acts or information to report, you are encouraged to report these to UNHCR. The information you share with UNHCR will be treated confidentially.
- iv. If you attempt to offer money to anyone involved in the UNHCR processes, this will be considered fraud and will have negative consequences for your case.

How can you contact us?

If you would like to make a request or lodge a complaint about our collection and use of your personal data, you can do so by approaching the UNHCR staff during the registration interview or subsequent verification, renewal or protection interviews ; you can take a registration appointment by visiting our website <https://help.unhcr.org/irag/>. You may also use the complaint box available at all UNHCR registration sites and community centers operated by UNHCR partners.

If you or your family members have concerns or information about possible misconduct by UNHCR or another person or entity contracted by UNHCR, including what concerns the handling of your personal data. In that case, you can contact the UNHCR Inspector General's Office (IGO)

Email: inspector@unhcr.org

Confidential fax: +41 22 739 7380

Mail: UNHCR, 94 Rue de Montbrillant, 1202 Geneva, Switzerland

Please note however that the IGO does not have the authority to deal with protection or assistance-related requests.