



Member Services

Seoul Family Center Privacy Policy

All personal information handled by the Seoul Family Center shall be collected, retained, and processed in compliance with the personal information protection regulations under relevant laws, such as Article 3 of the Personal Information Protection Act. The Seoul Family Center (hereinafter referred to as "Seoul Center") operates the following processing policies to protect users' personal information and rights and interests in accordance with the Personal Information Protection Act and to smoothly handle users' complaints related to personal information. This Privacy Policy shall apply from the effective date, and the terms are added, deleted, or changed due to the amendment of relevant laws and policies, it shall be announced through the notice on the website.

Article 1 (Purpose of Processing Personal Information, Retention Period, and Security Measures)

1. Purpose of processing personal information

"Seoul Center" collects minimum personal information for the purpose of performing its duties and handling civil complaints, and posts the information on the relevant website operated by each department to be able to be checked by the information subject.

- A. User registration and management, service request: Personal information is processed for the purpose of confirming the intention to use the service, identifying and certifying by service provision, verifying self-identification according to the implementation of the identity verification system, maintaining and managing membership, preventing illegal use of services, confirming the consent of legal guardian when processing personal information of children under the age of 14, handling various notices and notifications, handling issues, managing service use history, responding to emergencies, notifying important matters, and conducting needs and satisfaction survey.
- B. Volunteer management: Personal information is processed necessary for the Volunteer Management Center's tasks, such as volunteer recruitment, training, placement, and VMS registration information management (volunteer activity contents and performance, certificate issuance).
- C. Operation of Steering Committee and Consulting Committee: Personal information is processed necessary for the composition and operation of the operating committee and for the operation of the consulting committee for improving the quality of family services in metropolitan institutions in accordance with the operation regulations of the center.
- D. Lecturer management: Personal information is processed necessary for the recruitment, selection, payment of honorarium, background checking, etc. of lecturers necessary for the operation of education, counseling, etc.
- E. Employee management: Personal information is processed necessary for hiring new employees. Personal information included in the employment contract shall be used for wage payment, welfare provisions, education request, etc. The entry/exit system records employee's entry and exit information, and the employee's name, department, position, phone number, fax number, e-mail address, etc. are disclosed for business information and business contact.
- F. Handling complaints and grievances: Personal information is processed for the purpose of confirming civil complaints, contacting and notifying facts for investigation, and notifying the results of complaints and grievances of users.
- G. Website management: Personal information is processed for the purpose of confirming membership intention, identification and certification required for the provision of service, maintaining and managing membership, verifying self-identification according to the implementation of the identity verification system, preventing illegal use of services, confirming the consent of legal guardian when processing personal information of children under the age of 14, handling various notices and notifications, handling grievances, etc.
- H. Sponsorship management: Personal information is processed necessary for works such as managing donations and sponsored items, issuing receipts, etc.

2. Processing Personal Information and Retention Period

- A. Personal information processed by the "Seoul Center" shall be processed within the scope specified for the purpose of collection and use and shall be implemented in compliance with the retention period set forth by the Personal Information Protection Act and related laws.
- B. "Seoul Center" processes and retains personal information within the period of retention and use of personal information according to the law, or within the period of retention and use of personal information agreed upon collecting personal information from the information subject.

No.	Classification	Applicable Laws for Operation/Purpose of Processing	Personal Information File Name	Retention Period
1	User management, service request	Article 15 of Personal Information Protection Act Article 15(Collection and Use of Personal Information) Paragraph 1, Subparagraph 2, Personal Information Protection Act Article 23(Restriction on Processing Sensitive Information), Paragraph 2, Personal Information Protection Act Article 24(Restriction on Processing Unique Identification Information) Paragraph 1,	-Required: Name, date of birth, address, contact no., e-mail, job, family relations, service usage info, country of origin -Optional: Family counseling service	Up to 5 years after termination of the service

No.	Classification	Applicable Laws for Operation/Purpose of Processing	Personal Information File Name	Retention Period
		Subparagraph 2 (User registration and management, service request)		
2	Volunteer management	Issuance of Volunteer Activity Certificate	·Name, address, contact no., e-mail	Until there is a request for refusal to retain and use personal information from the subject
3	Operation of Steering Committee and Consulting Committee	Enforcement Decree of the Civil Petitions Treatment Act, Article 8, Certificate of the Committee activity and payment of meeting fees	·Resume, copy of ID, copy of bankbook	
4	Lecturer management	Enforcement Decree of the Civil Petitions Treatment Act, Article 8, Issuance of lecturer's career certificate, payment on lecturer's fees, and background check	·Resume, copy of bankbook, career certificate, copy of qualifications, copy of ID, criminal background check report	
5	Employee management	Enforcement Decree of the Civil Petitions Treatment Act, Article 8, Article 143 of the Income Tax Act, employee management, insurance subscription, and issuance of career certificate	·Personal information required for hiring new employees: resume, self-introduction letter, academic transcript, copy of qualifications ·Personal information included in the employment contract ·Employee name, department, position, phone number, fax number, e-mail address for employee access information, business network access record, public relations, and business contact	
6	Handling complaints and grievances	Enforcement Decree of the Civil Petitions Treatment Act, Article 8, Enforcement Rules of the Civil Service Handling Act Article 2 - Receiving and managing civil services	Name, address, contact no., e-mail	
7	Website management	Protection of Communications Secrets Act/Development of new services and provision of customized services, provision of services based on statistical characteristics	IP address, cookies, MAC address, ID and password, e-mail address, information subject qualification information, service usage records, visit records, bad usage records, etc.	Until withdrawal of membership
8	CCTV footage processing management	Facility safety and fire prevention	CCTV footages	30 days after the time of recording
9	Sponsorship management	Management of sponsorships in Chapter 4, Paragraph 2 (Financial and Accounting Rules for Social Welfare Corporations and Social Welfare Facilities)	Personal information necessary for handling sponsorship-related tasks, such as name, contact no., bank account no., type/amount/method of sponsorship, date of birth, etc.	Until withdrawal of sponsorship

3. Security Measures Operated on the Website

- A. For the security and continuous service of the website, "Seoul Center" operates various security programs to monitor network traffic as well as to detect attempts to illegally change information.
- B. When you click the link or banner in the website operated by "Seoul Center" to access other institutions, the privacy policy posted on the website you visit shall apply from then on. Therefore, you need to understand the privacy policy of the relevant website.

Article 2 (Provision of Personal Information to Third Parties)

1. No personal information collected and retained by "Seoul Center" is provided to any third party without the consent of a user except in the following cases:

- A. When a separate consent is obtained from the information subject
- B. When special provisions in the Act exist or it is inevitable to comply with the obligations under the Act
- C. When the information subject or his/her legal guardian is in a state of being unable to express his/her intention or cannot obtain prior consent due to unknown address, etc. which is clearly recognized as necessary for the immediate need for the life, physical well-being, or pecuniary advantage of the information subject or the third party
- D. When personal information is provided in which a specific individual cannot be identified for purposes such as statistical writing and academic research
- E. When the "Seoul Center"s duties set forth by other laws cannot be performed without using the personal information for other purposes than set forth under this policy or providing it to a third party, the deliberation and resolution by the Protection Committee is required for such usage or provision.
- F. When it is necessary to provide the personal information to a foreign government or an international organization for the implementation of treaties or other international agreements
- G. When it is necessary to investigate a crime and file and uphold a public prosecution
- H. When it is necessary for a court's trial
- I. When it is necessary for the execution of punishment, probation, and protective disposition

2. When the "Seoul Center" provides personal information to a third party, it notifies the information subject of the following items and obtains consent.

- A. The recipient of personal information
- B. The purpose of the recipient's use of personal information
- C. Items of personal information provided
- D. Period of personal information retention and usage by the recipient
- E. The right to refuse; if the refusal entails any disadvantage, the details of the disadvantage

Article 3 (Matters Concerning Consignment of Personal Information Processing)

1. In principle, "Seoul Center" does not entrust the processing of personal information to others without the user's consent. However, within the scope of the purpose of processing personal information or with the consent of the user, it is necessary to clearly stipulate in the consignment contract: compliance with laws and regulations related to personal information protection; prohibition of providing personal information to any third party; and responsibilities

2. In principle, "Seoul Center" processes users' personal information within the scope specified in Article 1 (Purpose of processing personal information), and does not process beyond the original scope or provide to a third party without the user's prior consent.

3. "Seoul Center" entrusts the following personal information processing tasks for smooth processing.

No.	System	Consignment Contractor	Person in Charge of Consignment	Consigned Responsibilities	Consignment Period
1	FAMILYSEOUL HOMEPAGE	SKUNKWORKS STUDIO	In-charge: Myeongjik Kim 010-4189-9144	System maintenance and operation	Maintenance period
2	HANULTARI HOMEPAGE	homepagekorea	In-charge: Chang Kyu Lim 010-8941-4319	System maintenance and operation	Maintenance period

Article 4 (How to Exercise the Rights and Obligations of the Information Subject and Legal Guardian)

1. The information subject may exercise the following rights related to personal information protection at any time.

- A. Request to view personal information
- B. Request for correction if there are errors
- C. Request to delete
- D. Request for suspension of processing

2. The exercise of rights under paragraph 1 may be made in writing, e-mail, facsimile (FAX), etc. in accordance with attached Form 8 of the Enforcement Rules of the Personal Information Protection Act, and actions shall be taken without delay for the user's personal information processed by the "Seoul Center".

3. If the information subject requests correction or deletion of errors, etc. of personal information, the relevant personal information cannot be used or provided until the correction or deletion is completed.

4. The exercise of rights pursuant to paragraph 1 shall be submitted through an agent when entrusted by the information subject. In such case, a power of attorney must be submitted in accordance with the attached Form 11 of the Enforcement Rules of the Personal Information Protection Act.

5. Requests for view and suspension of processing of personal information may be restricted according to Article 35 paragraph 4 and Article 37 paragraph 2 of the Personal Information Protection Act.

6. Requests for correction and deletion of personal information cannot be made if the personal information is specified as the subject of collection in other laws and regulations.

7. In the event of request for view, correction and deletion, or suspension of processing according to the rights of the information subject, it must be confirmed whether the person making the request is the information subject or a legitimate agent. The exercise of rights according to the above may be done through an agent, such as the information subject's legal guardian or a person entrusted by the information subject.

* [Attached Form 8 of the Enforcement Rules of the Personal Information Protection Act] Request for personal information(view, correction, deletion, suspension of processing)

* [Attached Form 11 of the Enforcement Rules of the Personal Information Protection Act] Power of Attorney

Article 5 (Matters Concerning the Installation, Operation, and Refusal of an Automatic Personal Information Collection Device)

1. In operating "Seoul Center" website, the server may store a small amount of 'cookies' information on the user's computer, and the user can exercise the right to refuse the automatic personal information collection device.

※ Tools at the top of the web browser → Internet Options → Advanced in the Privacy menu → Cookies Blocking Settings

Article 6 (Personal Information Disposal Procedure and Method)

However, the personal information shall not be disposed when it must be preserved in accordance with other laws and regulations.

2. Disposal Procedure

- When the retention period of personal information has elapsed, "Seoul Center" shall formulate a personal information destruction plan and dispose it. When personal information becomes unnecessary for reasons such as achievement of the purpose of processing personal information, abolition of the relevant service, or the termination of the project, it shall be disposed in accordance with the internal policy and related laws after the retention period has elapsed or the purpose of processing has been achieved. However, it does not apply when it must be preserved in accordance with other laws and regulations.

3. Term and Method of Disposal

- A. In case of electronic file: Delete personal information and dispose it using methods such as low level format to prevent recovery and playback
- B. In case of records, printed materials, written documents, or other recording media other than the form of electronic files: Destroy the relevant part and physically completely(incineration, crushing, etc.)

Article 7 (Measures to Ensure Safety of Personal Information)

1. "Seoul Center" must take the following technical, managerial, and physical measures to ensure safety.

- A. Establish and implement an internal management plan in accordance with the 「Standards for Measures to Ensure Personal Information Security」(Notice of the Ministry of the Interior and Safety).
- B. Minimize, designate, and manage the necessary personal information handlers, and provide them with regular education.
- C. Control access to personal information by granting, changing, and canceling access rights to the database system that processes personal information, and control unauthorized access from outside using intrusion blocking and prevention systems.
- D. Keep and manage the access records to the personal information processing system(web logs, information summary, etc.) for minimum one year.
- E. Users' personal information must be encrypted, stored and managed. And also, use separate security functions such as encrypting important data when storing and transmitting.
- F. Install and periodically update and inspect security programs to prevent any leakage and damage of personal information by hacking or computer viruses; install the system in an area where physical access is controlled; monitor and block the system technically and physically.

Article 8 (Remedy Method for Infringement of Rights and Interests)

1. The information subject may inquire about damage relief and consultation for personal information infringement to the following institutions. If more detailed help is needed regarding the "Seoul Center"'s own personal information complaint handling and damage relief results, the institutions below may be contacted.

- A. Korea Internet & Security Agency's Personal Information Infringement Report Center <http://www.privacy.kisa.or.kr/> : 118 (no area code)
- B. Personal Information Dispute Mediation Committee <http://www.kopico.go.kr/> : 02-2100-2499
- C. Cyber Investigation Division of the Supreme Prosecutors' Office <http://www.spo.go.kr/> : 1301
- D. Korean National Police Agency Cyber Bureau <http://cyberbureau.police.go.kr/> : 182(no area code)

2. A person whose rights or interests have been infringed upon due to a disposition or omission taken by the head of a public institution in response to a request made pursuant to the provisions of the 「Personal Information Protection Act」 Article 35 (View personal information), Article 36 (Correction and deletion of personal information), Article 37 (Suspension of processing of personal information, etc.) may request an administrative trial under the provisions of the Administrative Appeals Act.

※ For more information on administrative appeals refer to the Central Administrative Appeals Commission. (<http://www.simpan.go.kr/>)

3. Inquiries regarding personal information protection and processing can be consulted using the 118 Customer Center operated by the Korea Internet & Security Agency.

※ Telephone inquiries: 118 no area code (ARS extension 2), e-mail inquiries: privacylean@kisa.or.kr

Article 9 (Request to View Personal Information)

1. An information subject may request the following departments to view personal information under Article 35 of the Personal Information Protection Act, and "Seoul Center" shall promptly process the request of the information subject.

※ Department in charge of receiving and processing requests to view personal information: General Planning Team [Telephone number 02-318-8160, FAX 02-318-0228]

2. The information subject may request to view personal information through 'Personal Information Protection Commission' website of the Ministry of the Interior and Safety, in addition to the "Seoul Center"'s department in charge of receiving and processing requests under the paragraph 1 above.

※ Personal Information Protection Commission Portal (www.privacy.go.kr) → Personal Information Complaint → Request to view personal information (requires real-name authentication through public i-Pin)

Article 10 (Contact Information of Personal Information Protection Manager, etc.)

Classification		Department	Name	Position	Contact Number
Personal information protection manager		-	Woojung Hong	Director of the Center	Telephone: 070-7467-8180 E-mail: sfamilyc@hanmail.net F A X: 02-318-0228
Personal information protection manager by field	Steering/Consulting Committee Employee Management Handling Complaints and Grievances Video Information Processing Device Management	General Planning Team	Yookyung Shin	Team leader	Telephone: 02-318-8160 E-mail: sfamilyc@hanmail.net F A X: 02-318-0228
	User Management Service Request Lecturer Management Counselor Management Handling Complaints and Grievances	Family Service Team	Hanna Im	Team leader	Telephone: 02-318-8160 E-mail: sfamilyc@hanmail.net F A X: 02-318-0228
	User Management Service Request Website Management Lecturer	Family Multicultural Team	Gyosun Jin	Team leader	Telephone: 02-318-8106 E-mail: sfamilyc@hanmail.net F A X: 02-318-0228

※ When the duties of a person handling personal information are changed due to personnel transfer, etc., transfer measures shall be thoroughly carried out, and the authority to view personal information shall be changed or canceled.

Classification		Department	Name	Position	Contact Number
Management Handling Complaints and Grievances	Management Handling Complaints and Grievances Sponsorship Management				
	Website Management Service Request Volunteer Management Handling Complaints and Grievances	Center Support Team	Yunjeong Lee	Team leader	Telephone: 02-318-8167 E-mail: sfamilyc@hanmail.net F A X: 02-318-0228
	Management Handling Complaints and Grievances	General Planning Team	Inyoung Myoung	Team member	Telephone: 02-318-8160 E-mail: sfamilyc@hanmail.net F A X: 02-318-0228

※ When the duties of a person handling personal information are changed due to personnel transfer, etc., transfer measures shall be thoroughly carried out, and the authority to view personal information shall be changed or canceled.

Article 11 (Installation and Operation of Video Information Processing Devices)

1. The "Seoul Center" installs and operates video information processing devices as follows.

- A. Basis and purpose of installation of video information processing devices: For the "Seoul Center"'s facility safety and fire prevention
- B. The number and location of installed devices and the recording range: The main facility shall be within the recording range, such as the first and the second floor lobbies; two devices will be installed.
- C. Person in charge of management, department in charge, and person with access to video information: General planning team leader
- D. Video information recording time, storage period, storage place, processing method

- ①Recording time: 24-hours
- ②Storage period: 30 days from the time of recording
- ③Storage place and processing method: General planning team stores and processes video information

E. How and where to check video information: Request to the person in charge of management(contact number of General Planning Team 02-318-8160, FAX 02-318-0228)

F. Measures for the Information Subject's Request to Access Video Information: The information subject shall make a request by the Request Form to View and Confirm the Existence of Personal Video Information; Viewing is allowed only when the information subject is recorded or when it is necessary for the immediate need for the information subject's life, physical well being, or pecuniary advantage.

G. Technical, managerial, and physical measures to protect video information: Measures such as establishment of an internal management plan, access control and restriction of access authority, applying safe storage and transmission technology for video information, measures to keep processing records and prevent forgery and falsification, preparation of storage facilities and installation of locking devices, etc.

Article 12 (Change of Personal Information Processing Policy)

1. This personal information processing policy shall apply from 25th of October 2022.

첨부

서울시가족센터 개인정보 보호조치 내부관리계획

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변경이력

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