Privacy Policy

This Privacy Policy describes what data we collect, why we collect it, what we do with it, and how users can make choices about our use of the information.

It applies to the information that we obtain through all TGEU websites, including tgeu.org, tdor.tgeu.org, transrightsmap.tgeu.org, and transrespect.org.

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About TGEU

TGEU is a member-based organisation created in 2005. TGEU is registered as Transgender Europe e.V. in Germany, registration: Amtsgericht Berlin (Charlottenburg) VR 32583 B. Our official address is Heidelberger Str. 63/64, Berlin, Germany. If you have any questions about this privacy policy, please contact us at privacy@tgeu.org.

General

Personal data, or personal information, means any information about an individual from which they can be identified. TGEU will collect and process certain information in order to provide you the best possible experience on our websites.

Basic principles:

- TGEU will only collect and process data when it is absolutely necessary; when we do, we will make it clear why we are doing so and how it will be used.
- TGEU will always process personal data securely and will not share your personal information with anyone else without your permission.
- TGEU will not send you email newsletters that you have not subscribed to and will always give you the option to unsubscribe.
- TGEU, whenever possible, uses third-data processors based in the European Union in order to fully comply with GDPR regulations.

Information we collect

TGEU's website collects and processes personal information in the following ways and for the reasons specified:

Cookies and IP addresses

Cookies are small text files that are used to store small pieces of information. They are stored on your device when the website is loaded on your browser.

Cookies are used to compile anonymous statistics related to the use of our websites and the patterns of browsing. These cookies help us make the website function properly, make it more secure, provide better user experience, and understand how the website performs and to analyse what works and where it needs improvement.

As most of the online services, our website uses first-party and third-party cookies for several purposes. First-party cookies are mostly necessary for the website to function the right way, and they do not collect any of your personally identifiable data. The third-party cookies used on our websites are mainly for understanding how the website performs, how you interact with our website, keeping our services secure, and all in all, providing you with a better and improved user experience.

The cookies we use are:

- Necessary: Some cookies are essential for you to be able to experience the full functionality of our site. They allow us to maintain user sessions and prevent any security threats. They do not collect or store any personal information.
- Functional: These are the cookies that help certain non-essential functionalities on our website. These functionalities include embedding content like videos or sharing content of the website on social media platforms.
- Preferences: These cookies help us store your settings and browsing preferences like language preferences so that you have a better and efficient experience on future visits to the website.
- Analytics: These cookies store statistical information like the number of visitors to the website, the number of unique visitors, which pages of the website have been visited, the source of the visit, etc. These data help us understand and analyse how well the website performs and where it needs improvement.

Should you decide to change your preferences later through your browsing session, you can click on the "Manage consent" tab on your screen. This will display the consent notice again, enabling you to change your preferences or withdraw the consent entirely.

In addition to this, different browsers provide different methods to block and delete cookies used by websites. You can change the settings of your browser to block/delete the cookies. To find out more about how to manage cookies, visit aboutcookies.org.

Clicking any link on our website is taken as implied consent to our placing cookies on your device unless you have disabled them as described above.

Our content

If there is any content or reference to an identifiable individual on our website that you believe should be removed, please contact us at privacy@tgeu.org.

Contact forms and email links

Should you complete a form on our site, none of the data that you supply will be stored by this website or passed to/be processed by any of the third-party data processors defined in Section 5.

Email newsletter

We use third-party data processor MailChimp to provide us with email services, so if you subscribe to any of our email newsletters, the email address and associated information that you submit to us will be stored in MailChimp. Read MailChimp's privacy policy. Your details will remain within MailChimp's database for as long as we continue to use MailChimp's services for newsletters or until you specifically request removal from the list. You can do this by using the unsubscribe links contained in any email newsletters that we send you.

Surveys and registration forms

We use third-party data processor SurveyMonkey for online survey services, so if you submit a response through SurveyMonkey, the information that you submit to us will be stored in SurveyMonkey. Read SurveyMonkey's privacy policy. The information will remain within SurveyMonkey's database for as long as we continue to use their services for surveys or until you specifically request its removal. You can do this by sending us an email to privacy@tgeu.org.

Mailing lists

We currently use Google Workplace to administer our mailing lists. All our covered data is stored in a Google server based in the European Union.

Members' database

Our member database is currently stored on CiviCRM, and includes individual members' names, organisations, email addresses, mailing addresses, phone and fax numbers, Skype usernames, and any affiliations with other LGBTI groups. This information will never be shared outside of the organisation.

Events (in-person and online)

Participation in TGEU events funded or co-funded by the European Union are documented, including the names of individuals and organisations present. These confidential records must be shared with the relevant EU agency per their reporting requirements. Participants have the right to request their information be anonymised before being shared with the donor. To do so, please email us at privacy@tgeu.org.

Your rights and choices

We offer you certain choices in connection with the personal information we collect from you. To update your preferences, ask us to remove your information from our mailing lists, or submit a request, please contact us at privacy@tgeu.org. You may request access to the personal information we maintain about you or request that we correct, amend, delete, block, or move the information by contacting us as indicated. You may withdraw any consent you previously provided to us or object at any time on legitimate grounds to the processing of your personal information, and we will apply your preferences going forward.

This website and our computer systems are designed to comply with the following national and international legislation with regards to data protection and user privacy:

- German Federal Data Protection Act (BDSG)

- EU General Data Protection Regulation 2016
- Data Protection Act 2018

We are committed to ensuring fair and transparent processing. In line with the EU General Data Protection Regulation, which came into force on 25 May 2018, you have the following rights and choices:

- Right to information, Art. 15 of the GDPR
- Right to correction, Art. 16 of the GDPR
- Right to deletion (“Right to be forgotten”), Art. 17 of the GDPR
- Right to limit processing, Art. 18 of the GDPR
- Right to data transmissibility, Art. 20 of the GDPR
- Right to object, Art. 21 of the GDPR

To exercise your right, please contact us at privacy@tgeu.org. To be able to process your request, as well as for identification purposes, please note that we will use your personal information in accordance with Art. 6 para. 1 (c) of the GDPR.

You also have the right to lodge a complaint with a supervisory authority pursuant to Art. 77 GDPR in combination with Section 19 GDPR.

Withdrawal of consent

If you consent to us processing your personal information, please note that you may withdraw this consent at any time.

If you have consented to receive our mailings, such as newsletters, you may withdraw consent using the unsubscribe link in the mailings. If you have consented to the use of our cookies you can withdraw your consent as explained above. In all other cases or if you have problems withdrawing your consent on this website, please contact us at privacy@tgeu.org.

Please note that your consent can only be withdrawn with future effect and such a withdrawal does not have any influence on the lawfulness of past processing.

Third-party data processors

Our websites are hosted by Strato, within a data centre located in Berlin, Germany. Strato’s security meets international standards.

We use several third-party service providers who process personal data on our behalf. These third parties have been carefully chosen and all of them comply with the legislation set out in Section 9.

- CiviCRM (Privacy policy)
- Google EU (Privacy policy)
- MailChimp (Privacy policy)
- Matomo (Privacy policy)
- SurveyMonkey (Privacy policy)
- TeamDrive (Privacy policy)
- Zoom (Privacy policy)

Other websites

Our website contains many links to and from other websites. Please note: If you follow a link to any of these websites, they will have their own privacy policies and we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Community and social networks

TGEU is a member of several third-party communities and social networks. It manages a presence on their platforms and our website contains links to these networks. These companies also process personal data, and you should check their privacy policies before sharing personal information:

- Facebook (Privacy policy)
- Instagram (Privacy policy)
- Twitter (Privacy policy)
- YouTube (Privacy policy)

Website data breaches

In the event of an unlawful data breach of this website's database or the database(s) of any of our third-party data processors, it will be assessed and, if appropriate, reported to any and all affected persons and relevant authorities without undue delay and, if feasible, within 72 hours of the discovery of the breach.

Requesting your personal data

Individuals have the right to the personal data that an organisation such as TGEU holds on them. You can request your personal data by making a subject access request. The right of access extends to all information held on an individual, and includes staff files, databases, interview notes, and emails referring to the individual.

There is no fee for making a subject access request. This should be done by sending an email to privacy@tgeu.org to provide TGEU with the necessary information needed to deal with your request.

TGEU will respond regarding the information we hold within 1 month or up to 2 months if the request is complex. This timeframe starts from the date that we receive the request, and when the data subject has provided sufficient information for us to locate the requested information.

Changes to this policy

Please note that this Privacy Policy may be amended from time to time in order to comply with legislation developments, so please check back regularly. By using the website after we have posted an updated Privacy Policy, you agree to that updated Privacy Policy.

Contact us

Questions, comments, and requests regarding personal information or compliance with data protection, please email privacy@tgeu.org.