

## Supplier Portal Privacy Notice

### 1. About this Privacy Notice

At MSF we make sure we protect the information you give us. References to “MSF”/“we”/“us”/“our” are to Médecins Sans Frontières International, 140 route de Ferney, 1202 Geneva, Switzerland. This privacy notice is written in accordance with relevant data protection legislation including the Swiss regulation on data protection and the General Data Protection Regulation.

This privacy notice sets out how MSF International collects, uses and stores personal data via our Supplier Portal (“Website”). This Policy does not cover MSF’s presence on social media platforms such as, including but not limited to: Instagram, Youtube, Facebook, Google+, LinkedIn, Twitter, Tumblr, Pinterest, Flickr, and on publishing platforms such as, including but not limited to: Issuu, Scribd, Medium on which we have established our own presence. In the context of those platforms, we are merely another user and the privacy policies as well as the terms and conditions of those platforms are applicable. If you have any questions please contact: [ipco.io@geneva.msf.org](mailto:ipco.io@geneva.msf.org).

### WHEN DO WE COLLECT INFORMATION ABOUT YOU?

We collect information when you give it to us directly by completing the form on the Suppliers’ Portal and when you choose to contact us directly through the contact information provided on the Suppliers’ Portal.

### 2. What information do we collect?

When completing the supplier registration questionnaire available on the Suppliers Portal, we collect all information requested in the form about your organisation but also contact details.

When contacting us directly, we collect any information that you voluntarily provide to us.

### 3. How do we use your information

As a general rule, your personal data will not be used for any other purpose than those for which they were voluntarily provided to us.

Your Personal Information may be used in the following ways:

- If you have contacted us via the contact details provided on our Website, we will use the information you have provided, including your email address, to respond to your inquiry.
- Any Personal Information you submit when registering to the Suppliers’ Portal will be used to invite your organisation to respond to tenders.
- Your information may also be used for market analysis purposes.

We will never sell your personal data to other organisations.

### HOW WE USE YOUR DATA DEPENDS ON WHY YOU’RE PROVIDING IT

#### 4. Who has access to your data

##### TRAINED STAFF

Your information is only accessible by trained staff. We regularly review who has access to your information. As a general rule, your personal data will only be accessible insofar as it is necessary to fulfil the purpose for which it was collected. We do comprehensive checks on any contractors before we work with them. We always put a contract in place that sets out how they manage the personal data they collect or have access to.

##### DATA PROCESSORS

Your personal data are shared or transferred to third parties if such sharing or transfer is authorised by you or required to achieve the purposes for which you have provided them to us. It means that we may share your personal data with:

- Médecins Sans Frontières organisations registered in another country who are responsible for the tenders you will be invited to,
- our service providers, who help assist us in fulfilling our purposes (See below).

Our main data processors are listed below but we may enlist the services of others from time to time:

- Coupa Software Inc: MSF International uses Coupa's platform to manage tenders' invitation process.
  - o <https://www.coupa.com/privacy-policy>
- Melhor Systems Ltd: MSF International Supplier's Portal has been developed by Melhor Systems and provide technical assistance with the portal.

We operate globally and may have a need to transfer certain data to countries outside the EEA. In the event the country where the data is transferred does not provide an adequate level of protection, we make sure to implement technical and organizational measures to protect your data.

Personal data may also be shared with third parties when required by law or by a court order.

#### **5. How do we keep your information safe?**

- We use reasonable precautions to protect your Personal Information and to store it securely. Our Website has a secure SSL certificate, a global standard security technology that enables encrypted communication between the web browser and the web server.
- Unfortunately, the transmission of information via the internet is not completely secure. We will do our best to protect your Personal Information, but cannot guarantee the security of your information transmitted to our Website; any transmission is at your own risk.

#### **6. How long do we keep your information?**

We keep your information for as long as it's necessary in connection with the purposes defined above in "How do we use your information?".

If you request to receive no further contact from us, we'll keep only the basic information about you on our suppression list in order to avoid sending you unwanted materials in the future, for the duration allowed by the application legislation.

You may also send a request to [supplier.portal@msf.org](mailto:supplier.portal@msf.org) should you wish that MSF International does not keep any of your Personal Information.

#### **7. Our legal basis for processing personal data**

Organisations need a lawful basis to collect and use personal data under data protection law. The law allows for six ways to process personal data (and additional ways for sensitive personal data). One of these is relevant to the types of processing that MSF carries out:

- Our legitimate interests (please see below for more information).

Our legitimate interests includes administration and operational management; including responding to solicited enquiries and providing information and services.

If you'd like to change our use of your personal data in this manner, please get in touch with us using the details above.

#### **8. How can you change your information and what are your rights?**

Contact us at [supplier.portal@msf.org](mailto:supplier.portal@msf.org) if you'd like to change or update your personal information. You have a number of rights under data protection legislation:

- You can request any information we hold on you. Email us at [supplier.portal@msf.org](mailto:supplier.portal@msf.org) and ask for it in writing. You may be asked for proof of identity.
- You have the right to ask us to stop using or to restrict the processing of your personal data.
- If you believe our records are inaccurate you have the right to ask for those records concerning you to be updated. To update your records please get in touch with us using the details above.
- In accordance with the provisions of the General Data Protection Regulation, you have a right to erasure (“to be forgotten” i.e. to have your personal data deleted from our database), or transferred to another organisation (“data portability”).
- If you have any concerns about the way your data is being used or if you’d like to make a complaint, please contact us using the details above.
- You are entitled to file a complaint about how MSF treats your data. To do so, you may directly contact: Préposé Fédéral à la Protection des Données et à la Transparence (PFPDT), Feldeggweg 1, CH-3003 Berne, Switzerland (tel.: +41 (0)58 462 43 95).

#### **9. When do we update this notice?**

We change this Privacy Notice when we need to. If we make any significant changes in the way we treat your personal information we’ll make this clear on our Suppliers’ Portal or by contacting you directly.

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