

THE REPUBLIC OF RWANDA



MIGRATION AND ECONOMIC DEVELOPMENT PARTNERSHIP- CU

E-mail: info@medp.gov.rw

STANDARD OPERATION PROCEDURE SOPS ON HOW WE HANDLE YOUR PERSONAL DATA

Introduction

We have collected and will process your personal data as part of your relocation to Rwanda under the [Treaty between the governments of the UK and Rwanda for the provision of an asylum partnership](#) (“the Treaty”).

This notice reflects your personal data protection rights under [Law No. 058/2021 of 13 October 2021 Relating to the Protection of Personal Data and Privacy](#) (the Personal Data Protection and Privacy Law) and the Treaty.

It tells you:

- the controllers that will process your personal data, their contact details, and the purposes for which your personal data is processed
- the personal data we process and how we collect it
- our legal basis for processing your personal data
- how we protect your personal data, including how long we keep it for
- what rights you have in relation to your personal data
- recipients of your personal data, including other countries or international organisations
- how to complain if you feel your personal data have been mishandled

The controllers of your personal data

As controllers of your personal data, we are responsible for deciding why and how your personal data is processed, including when it is collected or processed on our behalf by other organisations.

The following entities are controllers of your personal data for the purposes of the Treaty:

Directorate General of Immigration and Emigration

Address:

Directorate General of Immigration and Emigration

KG 7 Ave

Kigali

Phone number: 0788152222

E-mail: info@migration.gov.rw

Website: www.migration.gov.rw

The Directorate General of Immigration and Emigration is the government organ that is responsible for:

1. processing applications for asylum or refugee status
2. management of foreign nationals, which includes issuance of:
 - a. residence permits
 - b. refugee travel documents
 - c. resident travel documents
 - d. emergency travel documents

Ministry of Health

Address:

Ministry of Health

KN 3 Rd

Kigali

Phone number: 114 or 912

E-mail: info@moh.gov.rw

Website: www.moh.gov.rw

The Ministry of Health is responsible for approving:

1. the use of unregulated medicines
2. medical evacuations
3. monitoring exceptional diseases

Ministry of Justice

Address:

MINIJUST

KG 1 Roundabout

Kigali

Rwanda

Phone number: 3936

E-mail: info@minijust.gov.rw

Website: www.minijust.gov.rw

The Ministry of Justice (MINIJUST) is responsible for:

1. storing criminal records
2. land ownership information
3. vehicle registrations
4. operating violence against women and girls support centres
5. processing appeals in relation to refused applications for asylum

Ministry in Charge of Emergency Management

Address:

Ministry in Charge of Emergency Management

KN 3 Rd

Phone number: 170

E-mail: info@minema.gov.rw

Website: www.minema.gov.rw

The Ministry in Charge of Emergency Management (MINEMA) is responsible for the smooth delivery of multi-sector assistance by project partners to certain refugees and asylum seekers living in urban areas.

National Identification Agency

Address:

National Identification Agency

KG 4 Ave

Phone number: 3397

E-mail: info@nida.gov.rw

Website: www.nida.gov.gov.rw

The National Identification Agency is responsible for the management, including the issuance, of refugee ID cards.

Rwanda Social Security Board

Address:

Rwanda Social Security Board

KN 3 Rd African Union Boulevard

Kiyovu, Nyarugenge
Kigali-Rwanda
P.O. Box: 250/6655 Kigali
Phone number: 4044
E-mail: info@rssb.rw
Website: www.rssb.rw

The Rwanda Social Security Board is responsible for health insurance documentation.

Rwanda Housing Authority

Address:

Rwanda Housing Authority
KG 9 Ave
Kigali
P.O. Box: 2469, Kigali
Phone number: 0788827364 / 0781447928
E-mail: ndera.hospital@moh.gov.rw
Website: www.nderahospital.rw

The Rwanda Housing Authority manages long-term housing for relocated individuals.

Occasionally, there may be other entities who will be controllers of your personal data for the purpose of the Treaty. Where this is the case, those controllers will provide you notice of how they use your data and the relevant information necessary for you to exercise your data rights.

The personal data we process

To fulfil our obligations under the Treaty, we will process the following categories of your personal data:

- names
- dates of birth
- sex
- nationalities
- photographs
- unique reference numbers
- travel document references
- language needs
- date of arrival in Rwanda

- place of residence

We may also process other categories of your personal data where it is necessary:

- family relationships to other individuals relocated to Rwanda
- criminal records
- religious beliefs
- biometric information, such as fingerprints
- health status and medical records or any special needs
- other information relating to your history or personal experiences

We will only process your personal data where we have a legitimate purpose for processing them and where required to give effect to the provisions in the Treaty. For example, we may process your medical records to ensure you receive the ongoing treatment or support that you need, whilst any data related to nationality or language may be processed to ensure relevant information is provided in the correct language.

How we collect your personal data

As an individual relocated to Rwanda under the Treaty we have received some of your personal data from the government of the UK.

Now you have arrived in Rwanda, you may provide personal data to us as you engage with us. This includes when you:

- supply a biometric (for example, fingerprints or a facial biometric)
- undergo an initial medical assessment
- attend an interview
- make a complaint or enquiry to us
- sign up for training, integration or education programmes
- make a request to us regarding your rights as a data subject
- apply for
 - asylum and refugee status
 - a refugee ID card
 - a refugee travel document
 - a residence permit
 - a residence travel document or emergency travel document

We may also request and receive your personal data from third parties such as other central government departments, local government, and healthcare providers. This may take place, for example:

- when a police report is created, such as if you are arrested or report a crime
- following a medical emergency
- upon your marriage
- upon the birth of your child
- upon your death
- when you travel internationally

Our legal basis

To fulfil our obligations under the Treaty, the legal bases we rely on to process your personal data are:

- our contractual obligations
- our legal obligations
- our need to perform a public task
- our need to protect your vital interests or those of any other person
- our legitimate interest, or those of a third party

Where such personal data are sensitive personal data, the legal bases we rely on to process them are:

- our legal obligations
- our need to protect your vital interests or those of any other person
- for the purposes of preventive or occupational medicine, public health, or ensuring high standards of quality and safety of health care and of medicinal products or medical devices

Sensitive personal data will include personal data revealing your race, health status, criminal records, medical records, social origin, religious or philosophical beliefs, political opinion, genetic or biometric information, sexual life or family details. It will also include personal data revealing your ethnic origin and trade union membership if we have received such personal data from the UK.

Why we process personal data received from the government of the UK

We process data received from the Government of the UK to:

- make decisions on whether to accept an individual for relocation
- make suitable arrangements for your transfer, reception, care, accommodation, health, security and wellbeing

To allow us to make the initial decision on whether to accept you to Rwanda and to assist us in arranging for your safe relocation here, we have received the following categories of your personal data from the government of the UK:

- names
- dates of birth
- sex
- nationalities
- photographs
- unique reference numbers
- travel document references
- language needs

We may have also received other categories of your personal data from the government of the UK for the same purposes:

- family relationships to other individuals relocated to Rwanda
- religion
- special dietary requirements
- fingerprints
- known criminal records
- details of physical or mental health conditions requiring ongoing treatment or support
- any other information relating to your history or personal experiences

Under the terms of the Treaty, we may also process personal data received from the government of the UK to:

- transfer you back to the United Kingdom, or to return you to your country of origin or place of former habitual residence if you choose to return voluntarily
- defend a legal claim in connection with your relocation or proposed relocation to Rwanda
- enable our compliance with the Treaty to be monitored

If we wish to process these personal data for any other reason, we will first request permission from the government of the UK.

How we protect your personal data

We have a duty to protect your personal data. We do that by limiting access to your personal data and preventing unauthorised disclosure of it.

Staff who access your personal data receive training on personal data protection, have appropriate security clearance and require a business need for accessing your personal data. Their activity is subject to audit and review.

Your data will be protected to the standards set out in Rwandan law and guidance published by the Rwanda National Cyber Security Agency.

We will only keep your personal data for as long as it is necessary for permitted purposes, in line with our retention policies.

Your data protection rights

Under data protection law, you have rights with which each controller responsible for protecting your personal data will comply. These rights include:

Your right of access - You have the right to ask us for copies of your personal data.

Your right to object to processing - You have the right to object to the processing of your personal data if it causes or is likely to cause you loss, sadness or anxiety.

Your right to erasure - You have the right to ask us to erase your personal data.

Your right to rectification - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete personal data you think is incomplete.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal data.

Please note that some of these rights may be denied or restricted on a case-by-case basis, in line with the law.

You are not required to pay any charge for exercising your rights. If you make a request to exercise your rights, we will respond to you within 30 days.

If you wish to make a request to exercise your data protection rights, please contact the relevant controller using the contact details set out earlier in this notice.

Other organisations with whom we share your personal data

We may share your personal data with the following organisations to ensure the Government of Rwanda can fulfil its obligations under the Treaty:

Rwanda Bar Association

Address:

KK 500 St

Kigali

Rwanda

P.O. Box: 3762, Kigali

Phone number: 0788371464

E-mail: info@rwandabar.org.rw

Website: www.rwandabar.org.rw

The Rwanda Bar Association will provide legal advice and representation for asylum cases to the First Instance Body, Appeals Body, and High Court.

Rwanda Military Hospital

Address:

KK 739 St

Kicukiro District

Kigali

P.O. Box: 3377, Kigali

Phone number: 0252586420

E-mail: info@rmh.rw

Website: www.rwandamilitaryhospital.rw

Rwanda Military Hospital conducts, for those who need it:

1. Health screenings
2. General medical care

Ndera Neuropsychiatric Teaching Hospital

Address:

Gasabo

Kigali City

P.O. Box: 423, Kigali

Phone number: 0788827364 / 0781447928

E-mail: ndera.hospital@moh.gov.rw

Website: www.nderahospital.rw

Ndera Neuropsychiatric Teaching Hospital conducts, for those who need it:

1. Psychiatric health screenings
2. Psychiatric medical care
3. Counselling
4. Support and treatment for substance abuse

Your data will also be shared with accommodation providers, education institutions, and other organisations supporting you under the Treaty.

Data transfers outside of Rwanda

We may transfer your personal data to authorities or organisations in countries outside Rwanda. When we do, it will be in line with data protection law and the terms of the Treaty between the UK and Rwanda, and for specific purposes, namely:

- to arrange to transfer you back to the UK
- to return you to your country of origin or place of former habitual residence if you volunteer to return there
- where it is required to fulfil our legal obligations, such as notifying the United Nations' High Commissioner for Refugees that you have been granted status as a refugee
- to arrange to transfer you to a third country for medical care

We cannot transfer personal data received from the UK internationally without written authorisation from the UK.

How to make a complaint

Contact us directly

If you have any concerns about our use of your personal data, you can make a complaint via email to the relevant controller using the contact details set out in this notice. We will respond to your complaint within 60 days.

Complaints can also be made to the Migration and Economic Development Partnership Coordination Unit by email or in person. Staff at your initial accommodation can advise on how such a complaint can be made. The Migration and Economic Development Partnership Coordination Unit will respond to your complaint within 30 days.

Contact the Data Protection Office

You can also complain to the Data Protection Office, the supervisory authority for personal data protection, if you are unhappy with how we have used your personal data.

Address:

Data Protection & Privacy Office
21 KG 7 Ave, A&P Building
Ground Floor, Kacyiru
Kigali – Rwanda

Phone number: +250 782 847 756

Toll-free: 9080

E-mail: complaint@dpo.gov.rw

Website: www.dpo.gov.rw/contact-us.html

The Data Protection Office will respond to your complaint within 60 days.

Contact the Monitoring Committee

As an individual relocated to Rwanda under the Treaty you have the right to raise a confidential complaint with the Monitoring Committee about any concerns you have regarding how we have handled your personal data.

Redress available

Under data protection law, you are entitled to file a case with a competent court to:

- enforce your rights under data protection law, if you believe we have breached them and you complained to the Data Protection Office and are not satisfied with their response
- claim compensation for any serious damage caused by us if we have broken data protection law

Updates to this notice

We may update this notice occasionally, for example if there are changes to Rwanda's data protection laws.