

Scheduled Dates

- One-Week Prior Notice: April 3-9
- Upload Date: April 10

서울시가족센터 개인정보 처리방침

April 2026

서울시가족센터
(사 무 국)

Seoul Family Center Privacy Policy

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

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

I. Purpose of Processing Personal Data

The Seoul Center collects minimum personal data for the purpose of performing its duties and handling civil complaints, and posts the data on the relevant website operated by each department to enable the data subject to check the content.

1. User registration and management, service requests: Personal data is processed for the purpose of confirming the user's intention to use the service, identifying and verifying the user for service provision, confirming the user 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 data of children under the age of 14, handling various notices and notifications, handling user grievances, managing service use history, responding to emergencies, notifying important matters, and conducting needs and satisfaction survey.
2. Volunteer management: Personal data is processed necessary for the Volunteer Management Center's tasks, such as volunteer recruitment, training, placement, and VMS-registered information management (e.g. volunteering contents and performance, certificate issuance).
3. Operation of the Steering Committee and the Advisory Committee: Personal data is processed necessary for the composition and operation of the Operating Committee and for the operation of the Advisory Committee for the purpose of improving the quality of family services in metropolitan institutions in accordance with the operating regulations of the Seoul Center.
4. Lecturer management: Personal data is processed necessary for the recruitment, selection, payment of honorarium, background checking, etc. of lecturers necessary for the operation of education, counseling, and other programs.
5. Employee management: Personal data is processed for hiring new employees. Personal data included in the employment contract is used for wage payment, welfare provisions, education requests, etc. The employee access system records the employee's entry and exit history, and the employee's name, department, position, phone number, fax number, e-mail address, and other data are disclosed for business information and business contact.
6. Handling complaints and grievances: Personal data is processed for the purpose of confirming civil complaints, contacting and notifying the users for fact investigation, and notifying the results to users.
7. Website management: Personal data is processed for the purpose of confirming the user's membership intention, identification and verification required for service provision, maintaining and managing membership, confirming the user according to the implementation of the identity verification system, preventing illegal use of services, confirming the consent of legal guardian when processing personal data of children under the age of 14, handling various notices and notifications, and handling user grievances, among others.
8. Sponsorship management: Personal data is processed necessary for tasks such as managing donations and sponsored items, and issuing receipts.
9. Program Applications: Personal data is processed for the purpose of selecting and administering program participants, verifying eligibility, identifying and authenticating applicants for service provision, confirming identity in accordance with the limited identity verification system, maintaining and managing eligibility for service use, reviewing submitted documents, and providing various notifications and other communications. Depending on the characteristics of each program, supporting documents for eligibility verification—such as a copy of the resident registration certificate, certificate of family relations, certificate of alien registration, recipient certificate, and health insurance payment confirmation—may be required. Any personally identifiable information or sensitive information contained in such documents will be processed only upon obtaining separate consent from the data subject. In addition, when processing personal data of children under the age of 14, consent from a legal guardian will be verified.

II. Processing Personal Data and Retention Period

1. Personal data 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.
2. The Seoul Center processes and retains personal data within the period of retention and use according to the law, or within the period of retention and use agreed upon collecting personal data from the data subject.

No.	Classification	Applicable Laws for Operation/Purpose of Processing	Personal Data File Name	Retention Period
1	User management, service requests	User registration and management, and service requests according to the following provisions of the Personal Information Protection Act: Article 15(1)2 (Collection and Use of Personal Information); Article 22 (Method of Obtaining Consent); subparagraph 2, Article 23 (Restriction on Processing of Sensitive Information); and Article 24(1)2 (Restriction on Processing of Personally Identifiable Information)	<ul style="list-style-type: none"> · Required: Name, gender, date of birth, marital status, address, contact no., e-mail address, job, family relations, service usage info, country of origin · Optional: <ul style="list-style-type: none"> ① Family counseling service ② Job posting: Company information, job information, business registration certificate, job posting form ③ Job seeker: Residency status, highest level of education, key career, job information, a copy of ID, résumé, self-introduction letter, job application form 	Up to 5 years after termination of the service ※ One year for optional items ② and ③
2	Volunteer management	Issuance of Volunteer Appreciation Certificate	<ul style="list-style-type: none"> · Name, address, contact no., e-mail address 	Until there is a request for refusal to retain and use personal data from the data subject
3	Operation of Steering Committee and Advisory Committee	Issuance of Committee Activity Certificate and payment of meeting allowances according to Article 8 of the Enforcement Decree of the Civil Petitions Treatment Act	<ul style="list-style-type: none"> · Resume, copy of ID, copy of bankbook 	
4	Lecturer management	Issuance of lecturer's career certificate, payment on lecturer's fees, and background check according to Article 8 of the Enforcement Decree of the Civil Petitions Treatment Act	<ul style="list-style-type: none"> · Resume, copy of bankbook, career certificate, copy of qualifications, copy of ID, criminal background check report 	
5	Employee management	Employee management, insurance subscription, and issuance of career certificate according to Article 8 of the Enforcement Decree of the Civil Petitions Treatment Act and Article 143 of the Income Tax Act	<ul style="list-style-type: none"> · Personal data required for hiring new employees: resume, self-introduction, academic transcript, copy of qualifications · Personal data included in the employment contract · Employee name, department, position, phone number, fax number, and e-mail address for employee access history, business network access record, public relations, and business contact 	
6	Handling complaints and grievances	Receiving and managing civil services according to Article 8 of the Enforcement Decree of the Civil Petitions Treatment Act and Article 2 of the Enforcement Rules of the Civil Petitions Treatment Act	<ul style="list-style-type: none"> Name, address, contact no., e-mail address 	
7	Website management	Development of new services and provision of customized services, and provision of services based on statistical characteristics according to the Protection of Communications Secrets Act	<ul style="list-style-type: none"> IP address, cookies, service usage records, visit records, misuse records, etc. 	Until account deletion
8	Website member management	Article 15 (Collection and Use of Personal Information) of the Personal Information Protection Act	<ul style="list-style-type: none"> · Required: ID, password, name, country of origin, e-mail address 	Disposal upon account deletion
9	CCTV footage processing management	Facility safety and fire prevention	CCTV footages	30 days after the time of recording
10	Sponsorship management	Management of sponsorships according to Paragraph 2, Chapter 4 of the Financial and Accounting Rules for Social Welfare Corporations and Social Welfare Facilities	<ul style="list-style-type: none"> Personal data necessary for handling sponsorship-related tasks, such as name, contact no., bank account no., type/amount/method of sponsorship, and date of birth 	Until withdrawal of sponsorship
11	Program Applications	<ul style="list-style-type: none"> Personal Information Protection Act: Article 15(1)1 (Collection and Use of Personal Information), Article 22 (Method of Obtaining Consent), Article 23 (Restriction on Processing of Sensitive 	<ul style="list-style-type: none"> · Required: Name, gender, date of birth, contact number, residency status · Optional: <ul style="list-style-type: none"> ① Address ② Supporting documents for eligibility 	Within 3 days after the end of the recruitment period

	Information), Article 24 (Restriction on Processing of Personally Identifiable Information) Selection of program participants, verification of eligibility, review of submitted documents, notification of selection results, and program operation and administration	verification: resident registration certificate, certificate of family relations, certificate of alien registration, recipient certificate, health insurance payment confirmation, etc. (may vary by program) ③-Personally identifiable information (processed with separate consent): resident registration number, etc. ④ Sensitive information (processed with separate consent): recipient status, health information, etc. ⑤ For children under the age of 14: name and contact number of the legal guardian and verification of consent information	
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III. Security Measures Operated on the Website

1. For the security and continuous service of the website, the Seoul Center operates various security programs to monitor network traffic as well as to detect attempts of data tampering.
2. When you click the link or banner on the website operated by the 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 Data to Third Parties)

(1) No personal data collected and retained by the Seoul Center is provided to any third party without the consent of the user except in the following cases:

1. When separate consent is obtained from the data subject;
2. When there are special provisions in the law or it is inevitable to comply with the obligations under the law;
3. When the data subject or their legal guardian is in a state of being unable to express their intention or when it is impossible to obtain their prior consent due to reasons such as unknown address, which is clearly recognized as necessary for the immediate need for the life, physical well-being, or pecuniary advantage of the data subject or the third party;
4. When personal data is provided in which a specific individual cannot be identified for purposes such as statistical writing and academic research;
5. When it is impossible to perform the Seoul Center's duties set forth by other laws without using the personal data for other purposes than set forth under this Privacy Policy or providing it to a third party, and the deliberation and resolution by the Protection Committee is required for such usage or provision;
6. When it is necessary to provide the personal data to a foreign government or an international organization for the implementation of treaties or other international agreements;
7. When it is necessary to investigate a crime and file and uphold a public prosecution;
8. When it is necessary for a court's trial;
9. When it is necessary for the execution of punishment, probation, and protective disposition.
10. When it is urgently necessary for public safety and well-being such as public hygiene

(2) In the event the Seoul Center provides personal data to a third party, it notifies the data subject of the following items and obtains consent:

1. The recipient of personal data;
2. The purpose of the recipient's use of personal data;
3. Personal data items provided;
4. Period of personal data retention and usage by the recipient;
5. The data subject's right to refuse consent and, if there are any disadvantages resulting from refusal of consent, the details of those disadvantages.

Article 3 (Matters Concerning Consignment of Personal Information Processing)

(1) In principle, the Seoul Center does not entrust the processing of personal data to others without the user's consent. However, within the scope of the purpose of processing personal data 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 data protection; prohibition of providing personal data to any third party; and responsibilities.

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

(3) The Seoul Center entrusts the following personal data processing tasks for smooth processing.

No.	System Name	Consigned Company	Person in Charge	Responsibilities	Consignment Period
1	Family Seoul Website	SKUNKWORKS STUDIO	Myeongjik Kim +82-10-4189-9144	System maintenance and operation	Maintenance period
2	Hanultari for Multicultural Families Website				
3	Employment Management System		Jang Dae-hwan +82-10-6416-3836	System maintenance and operation	Maintenance period

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

(1) The data subject may exercise the following rights related to personal data protection at any time:

1. Request to access personal data;
2. Request for correction of errors;
3. Request to delete personal data;
4. Request for suspension of processing personal data.
5. Withdrawal of consent
6. Right to refuse automated decision-making / Right to request an explanation

(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 data processed by the Seoul Center.

(3) If the data subject requests correction or deletion of errors, etc. of personal data, the relevant personal data 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 data subject. In such a case, a power of attorney must be submitted in accordance with Attached Form 11 of the Enforcement Rules of the Personal Information Protection Act.

(5) Requests for accessing and suspension of processing of personal data may be restricted according to Article 35(4) and Article 37(2) of the Personal Information Protection Act.

(6) Requests for correction and deletion of personal data may not be accepted if the personal data is specified as the subject of collection in other laws and regulations.

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

* [Attached Form 8 of the Enforcement Rules of the Personal Information Protection Act] Personal Data (Access, Correction, Deletion, Suspension of Processing) Request

* [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 Data Collection Tool)

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

※ Edge: Click the "..." icon at the top of the web browser → More tools → Internet Options → Under "Privacy," select "Advanced" → Block cookies

Chrome: Click the "⚙️" icon at the top of the web browser → New Incognito Window (Shortcut: Ctrl+Shift+N) → Block cookies

Article 6 (Personal Data Disposal Procedure and Method)

(1) In principle, the Seoul Center disposes of personal data without any delay for which the purpose of personal data processing has been achieved. However, the personal data shall not be disposed of when it must be preserved in accordance with other laws and regulations. In such cases, the legal basis, the items to be retained as prescribed by law, and the retention period must be specified.

A. When personal data is to be preserved instead of being disposed of, the relevant data or personal data files shall be stored and managed separately from other personal data.

(2) Disposal procedure

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

(3) Term and method of disposal

1. Electronic files: Delete personal data and dispose of it using methods such as low-level formatting to prevent recovery and playback
2. Records, printed materials, written documents, or other recording media other than electronic files: Destroy the relevant part completely (through incineration, shredding, etc.)
3. Personal data collected for program applications shall be disposed of within 3 days after the end of recruitment period, and in the case of electronic files, such data shall be deleted using methods that prevent recovery or restoration.

Article 7 (Measures to Ensure Security of Personal Data)

(1) The Seoul Center must take the following technical, managerial, and physical measures to ensure the security of personal data:

1. Establish and implement an internal management plan in accordance with the Standards for Measures to Ensure Personal Data Security (Notice of the Ministry of the Interior and Safety);
2. Minimize, designate, and manage the necessary personal data handlers, and provide them with regular education;
3. Control access to personal data by granting, changing, and canceling access rights to the database system for personal data processing, control the export and import of portable storage media; and control unauthorized access from outside using intrusion blocking and prevention systems;
4. Keep and manage the access records (e.g. weblogs, information summary) to the personal data processing system for a minimum of one (1) year;
5. Users' personal data must be encrypted, stored, and managed, and use separate security functions such as encrypting important data when storing and transmitting;
6. Install and periodically update and inspect security programs to prevent any leakage and damage of personal data by hacking or computer viruses, install security systems in an area where physical access is controlled, and monitor and block the systems technically and physically.

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

(1) The data subject may inquire about damage relief and consultation for personal data infringement to the following institutions. For further assistance regarding the Seoul Center's personal data complaint handling and damage relief results, the institutions below may be contacted:

1. Personal Information Infringement Report Center (<http://www.privacy.kisa.or.kr/>): 118 (no area code)
2. Personal Information Dispute Mediation Committee (<http://www.kopico.go.kr/>): 1833-6972
3. Cybercrime Investigation Division of the Supreme Prosecutors' Office (<http://www.spo.go.kr/>): 1301
4. 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 Article 35 (Access to Personal Information), Article 36 (Correction or Erasure of Personal Information), and Article 37 (Suspension of Processing of Personal Information) of the Personal Information Protection Act 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) For inquiries regarding personal data protection and processing, call 118 to reach the Customer Center operated by the Korea Internet & Security Agency.

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

Article 9 (Request to Access Personal Data)

(1) A data subject may request the following department to access personal data under Article 35 of the Personal Information Protection Act, and the Seoul Center shall promptly process the request of the data subject:

* Department in charge of receiving and processing requests to access personal data: General Planning Team [Tel: +82-2-318-8160, Fax: +82-70-7469-0228]

(2) The data subject may request to access personal data through the Personal Information Portal operated by the Ministry of the Interior and Safety, in addition to the Seoul Center's department in charge of receiving and processing requests under paragraph (1) above.

* Personal Information Portal (www.privacy.go.kr) → Personal Information Complaint → Request to access personal data (requires real-name authentication through the internet personal identification number)

Article 10 (Contact Information)

Classification		Department	Name	Position	Contact Number
Chief Privacy Officer		-	Woojung Hong	Director of the Center	Tel: 02-70-7467-8180 E-mail: sfamilyc@daum.net Fax: 02-70-7469-0228
Privacy officers by field	Steering/Advisory Committee Employee management Handling complaints and grievances Video information processing device management	Secretariat	Yookyung Shin	Secretary General	Tel: 02-318-8160 E-mail: sfamilyc@daum.net Fax: 070-7469-0228
	Family Seoul website management (user management, service requests) Lecturer management Counselor management Handling complaints and grievances	Family Service Team 1•2	Inyoung Myung	Team Leader	Tel: 02-318-8168 E-mail: sfamilyc@daum.net Fax: 070-7469-0228
	Hanultari for Multicultural Families website management (user management, service requests) Employment management system (job posting, job seeker management) Handling complaints and grievances	Center Support Team	Sehyun Kim	Team Leader	Tel: 02-318-8167 E-mail: sfamilyc@daum.net Fax: 070-7469-0228
	Privacy manager / Volunteer manager	General Planning Team	Eunhye Ju	Team Leader	Tel: 02-318-8160 E-mail: sfamilyc@daum.net Fax: 070-7469-0228
* In the case of changes to the duties of a person handling personal data due to reasons such as personnel transfer, the transfer of responsibilities shall be thoroughly carried out, and the authority to access personal data 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:

1. Basis and purpose of installation of video information processing devices: For the Seoul Center's facility safety and fire prevention
2. The number and location of installed devices and the recording range: Two devices installed in the main facilities (e.g. first and the second-floor lobbies) within the recording range
3. Manager, department in charge, and person with access to video information: General Planning Team Leader
4. Video information recording time, storage period, storage place, processing method:
 - (a) Recording time: 24 hours
 - (b) Storage period: Thirty (30) days from the time of recording
 - (c) Storage place and processing method: Stored and processed by the General Planning Team
5. How and where to check video information: Request to the relevant manager (General Planning Team: Tel +82-2-318-8160, Fax +82-70-7469-0228)
6. Measures for the data subject's request to access video information: The data subject shall make a request by submitting the Request Form to View and Confirm the Existence of Personal Video Information; Viewing is allowed only when the data subject is recorded or when it is necessary for the immediate need for the data subject's life, physical well-being, or pecuniary advantage.
7. 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, application of safe storage and transmission technology for video information, preservation of processing records and prevention of forgery and falsification, and preparation of storage facilities and installation of locks.

Article 12 (Changes to the Privacy Policy)

(1) This Privacy Policy shall take effect on April 10, 2026.