

**Southport & Formby Cancer Information & Support Centre CIC
20 Stanley Street, Southport, PR9 0BY**

A Community Interest Company - No: 10765206

**Southport & Formby Cancer Information & Support
Centre CIC(S&F CI&SC CIC)
Privacy Notice**

Last Date Reviewed: September 2019

Who are we and what do we do?

S&F CI&SC CIC is a registered Community Interest Company (CIC). We provide information and support for anyone affected by cancer. We provide a free, confidential drop in service and through our team of information and support staff and trained volunteers we provide:

- Literature and internet access on all aspects of living with cancer, including work and travel issues
- The opportunity to talk to someone in a friendly environment, and advice on how to access emotional support
- Help with accessing financial advice and grants
- Information about practical help that is available locally
- Information on living well, physical activity and healthy eating
- Support groups and a team of volunteers
- Links with health and social care professionals.

We provide services and initiatives that are in line with our legitimate interests as outlined above.

Why do we collect and keep information about you?

Our aim is to provide you with the highest quality of information and support that we can. To do this we keep relevant records about you and the information and support we have provided or plan to provide for you.

These records will be specific to the type of Information and support we are providing to you and may include:

- Basic details about you, like address, date of birth, telephone number, etc
- Contact we have had with you such as meetings / visits
- Notes and reports about your circumstances (eg: your cancer experience, your health and anything that you share with us during a conversation etc)
- Details and records about your interaction with the service (ie: case notes)

- Relevant information from other people who hold information about you, such as relevant professionals, relatives, etc.

All of our staff will:

- Advice you what they are going to record about you
- Advice you what information they will collect from other (specified) people if applicable
- Show you what they have recorded about you, if you ask.
- Advice you of how and where the information is recorded
- Advice you of who we share the information with and give you the opportunity to opt out of this
- Obtain consent for all of the above

Normally information is collected directly from you (the data subject); however, in some cases we receive personal information about you as part of a referral from a partner agency or from other services that are or have previously been providing you with services. Whatever the source, we are committed to holding your records in strict confidence.

Confidential Information

All personal information held by S&F C&SC CIC is kept safe and secure. Everyone looking at your record, whether on paper or computer, is obliged to keep the information confidential. We will aim to share only as much information as people need to know to play their part in providing you with the services you have requested. We will never share your personal data with third-parties for marketing purposes. Other information, that does not include your personal details, may be used for planning, training and research.

How your records are used

Our staff will use your records to:

- Provide a good basis for decisions made by you and by them in your regard
- Allow you to work with those providing your service
- Make sure your service is delivered safely and effectively
- Work effectively with others providing you with services

Others may need to use records about you to:

- Provide additional healthcare services to you ie clinical staff in your GP Practice
- Protect you or others from harm
- Check the quality of service provided
- Help investigate any concerns or complaints you or your family have about the service you receive
- Manage the organisation
- Help with planning, service development and research

Some information may be held centrally to help with the planning of Macmillan Cancer Information and Support services. In these instances, we take strict measures to ensure that individual clients cannot be identified. We use anonymous information, wherever possible, but may use personally identifiable information for essential purposes. This information will only be used with your consent, unless we have to do so by law.

How we share your information

We record your information in EMIS (the IT systems which the GP Practices also use), we have sharing agreements in place with the GP Practices which means that they can see the information that we record from our conversations with you and the information and support that we provide to you. We will explain this when we discuss consent to record information with you, you are able to withdraw your consent at any time.

When we provide you with a service/s, we will share your record with the people providing you with a service or checking the quality of your service (unless you have asked that we limit how we share your record).

We will not share information that identifies you for any reason other than providing your services, unless:

- you ask us to do so;
- we ask and you give us specific permission;
- we have to do this by law;
- we have special permission because the public good is thought to be of greater importance than your confidentiality.

We may on occasion share your information with partner agencies who deliver additional services that are likely to be beneficial to you; we will usually seek your specific permission to do this. If we share information without your permission, we will make sure that we keep to the Data Protection Act 1998, Common Law Duty of Confidentiality and national guidelines on best practice.

When we Destroy your information

We will hold your information in accordance with the Records Management Code of Practice for Health and Social Care 2016.

Your rights

You have the right to confidentiality under the Data Protection Act 1998 (DPA), the Human Rights Act 1998, the General Data Protection Regulation 2018 and the common law duty of confidence (the Disability Discrimination and the Race Relations Acts may also apply).

You also have the right to ask for a copy of all records we hold about you. Your request must be made in writing and you will need to give adequate information (for example full name, address, date of birth, etc). We will generally provide this information free of charge and are required to respond to you within one month. You will be required to provide identification before any information is released to you.

You have the right to rectify your information; if you think anything in your record is inaccurate, please approach the person in charge of your service.

You have the right to restrict how we process your information and you can also request that we remove your information altogether.

You have the right to remove your consent for sharing information with your GP Practice at any time.

Who should you contact if you have a query?

S&F CI&S CIC is the Data Controller for your personal information; queries should be directed to:

Data Protection Officer
Southport & Formby Cancer Information & Support Centre CIC
20 Stanley Street
Southport
PR9 0BY
Tel: 01704 533004
Email: sfccg.macmillancic@nhs.net

S&F CI&S CIC has also appointed a Caldicott Guardian, who is the person responsible for protecting the confidentiality of client information and enabling appropriate information-sharing. If you have any concerns in this regard please contact:

Caldicott Guardian
Southport & Formby Cancer Information & Support Centre CIC
20 Stanley Street
Southport
PR9 0BY
Tel: 01704 533004
Email: sfccg.macmillancic@nhs.net

Supervisory Authority and Notification

Data Protection is regulated in the UK by the Information Commissioners Office (ICO). You have the right to lodge a complaint with the ICO if you are unhappy with the way Sefton CVS has treated your information.

The Information Commissioner,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF
Tel: 01625 545745
www.informationcommissioner.gov.uk

S&F CI&SC CIC has notified the Information Commissioner of the purposes for which they process personal information as required by the Data Protection Act 1998; these details are publicly available from: <https://ico.org.uk/about-the-ico/what-we-do/register-of-data-controllers/>

How we use the information we collect to improve our website

S&F CI&SC CIC may collect and store the following information each time you visit our website: the date and time, the originating IP, the type of browser and operating system used, the URL of the referring page, the object requested, and the completion status of the request.

Visitors to our public website remain anonymous as none of the data collected is linked to any personal information. The information allows us to assess the popularity of the pages on the website, so that we can continue to improve our site and access to information.

Cookies When we provide services, we want to make them easy, useful and reliable. Where services are delivered on the internet, this sometimes involves placing small amounts of

information on your device, for example, computer or mobile phone. These include small files known as cookies. They cannot be used to identify you personally.

These pieces of information are used to improve services for you through, for example:

- Enabling a service to recognise your device so you don't have to give the same information several times during one task
- Recognising that you may already have given a username and password so you don't need to do it for every web page requested
- Measuring how many people are using services, so they can be made easier to use and there's enough capacity to ensure they are fast

You can manage these small files yourself and learn more about them through:
<https://ico.org.uk/for-the-public/online/cookies>