

**Southport & Formby Cancer Information & Support Centre CIC**  
**29 Wright Street, Southport, PR9 0TL**  
A Community Interest Company - No: 10765206

## **CONSENT POLICY AND PRIVACY STATEMENT**

August 2023

1. The Southport and Formby Cancer Support and Information Centre will only work with service users who have consented to using our service and who have the capacity to understand and accept our support.
2. Southport and Formby Cancer Information and Support Centre aims to provide you with the highest quality service. To do this we keep relevant records about you and the service we have provided or plan to provide for you. These records will be specific to the type of service you are accessing and may include:
  - Basic details about you such as address, date of birth and telephone calls.
  - Contact we have had with you.
  - Notes and reports about your circumstances.
  - Details and records about your interactions with the service such as case notes.
  - Relevant information from other people who may hold information about you.
3. We will ensure that our staff agree with you what they are going to record about you.
  - Agree what information is collected from other people.
  - Show you what is recorded if you request the information.
4. Normally information is collected directly from you, however in some cases, we receive personal information about you. Whatever the source, we are committed to holding your records in the strictest confidence. We keep all our client records on a secure data-base, updated and protected.
5. Service users retain the option of refusing their consent for us to keep electronic records.