

## **Edinburgh and Lothian Prostate Cancer Support Group (ELPCSG) Privacy Policy**

We want to ensure that everyone who interacts with ELPCSG feels confident and comfortable with how any personal information they share with us will be looked after or used. This Privacy Policy sets out how we collect, use and store personal information. The ELPCSG Privacy Policy may change so please remember to check back from time to time. If and when we make any changes to this Privacy Policy, we will make this clear on our website or contact you about any changes.

We are committed to treating you with respect and openness.

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### **1. Who we are**

Everything we do is to support men with prostate cancer in the Edinburgh and Lothians area. Here at the Edinburgh and Lothian Prostate Cancer Support Group (ELPCSG) we are committed to protecting your personal information and making every effort to ensure that your personal information is processed in a fair, open and transparent manner. We are a "data controller" for the purposes of the Data Protection Act 1998 and (from 25 May 2018) the EU General Data Protection Regulation 2016/679 ("Data Protection Law"). This means that we are responsible for, and control the processing of, your personal information.

### **2. How we collect information about you**

We want to make sure you receive the communications that are most relevant to you, whether this is through visiting our website or receiving emails, post or phone calls. Our aim is to make sure you receive the best attention when you seek information from us, come along to attend one of our meetings, or interact with us in some other way.

We collect information from you in the following ways:

- a) When you interact with us directly: this could be if you ask us about our activities, register with us for an event, make a donation to us or ask a question about ELPCSG. This includes when you phone us, visit our website or attend one of our events
- b) When you interact with us through third parties: this could be if you provide a donation through a third party such as Just Giving or a third party that we might work with and provide your consent for your personal information to be shared with us

c) When you visit our website: we gather general information about the number of people visiting certain parts of the website but we do not use "cookies". This information is used to make improvements to our website and to ensure we provide the best service and experience for you. We use anonymous information which does not identify individual visitors to our website.

### **3. Information we collect and why we use it**

#### Personal Information

Personal information we collect includes details you provide, such as your name, email address, postal address, telephone number, date of birth, as well as information you provide in any communications between us. You will have given us such information when registering to be on our mailing list, registering for an event, making a donation, or any of the other ways individuals interact with us.

We will mainly use such information:

- To provide the information or services that you have requested
- To process your donations or other payments, to claim Gift Aid on your donations and verify any financial transactions
- To update you with important administrative messages about your donation, an event or services you have requested
- To comply with the Charities (Protection and Social Investment) Act 2016 and follow the recommendations of the official regulator of charities, the Charity Commission, which require us to identify and verify the identity of supporters who make major gifts so we can assess any risks associated with accepting their donations.
- To keep a record of your relationship with us
- Where you volunteer with us, to administer the volunteering arrangement

If you do not provide such information, we will not be able to process your donation, sign you up for a particular event or provide the services you have requested.

We may also use your personal information:

- To contact you about our work and how you can be supported by, or support, ELPCSG
- To invite you to participate in surveys or research

#### Sensitive Personal Information

If you provide us with any Sensitive Personal Information by telephone, email or by other means, we will treat that information with extra care and confidentiality and always in accordance with this Privacy Policy. You can of course decide if you want to remain anonymous, if you are happy to share your personal details with us or if you would like us to share your story with the media or other parties as part of our work telling people's personal stories about health.

A special note about the Sensitive Personal Information we hold: Data Protection Law recognises that some categories of personal information are more sensitive. Sensitive Personal Information can include information about a person's health, race, ethnic origin; we will only use this information:

- For the purposes of dealing with your enquiry, and quality monitoring or evaluating the services we provide
- We will not pass on your details to anyone else without your express permission except in exceptional circumstances
- Where you have given us your express consent or otherwise clearly indicated to us (for example, by submitting your story on a website page) that you are happy for us to share your story, then we may publish it on our website or social media page

#### **4. Legal basis for using your information**

We will only use your personal information where we have your consent. However, there are other lawful reasons that allow us to process your personal information and one of those is called 'legitimate interests'. This means that the reason that we are processing information is because there is a legitimate interest for ELPCSG to process your information to help us to achieve our vision. Whenever we process your Personal Information under the 'legitimate interest' lawful basis we make sure that we take into account your rights and interests and will not process your personal information if we feel that there is an imbalance. Some examples of where we have a legitimate interest to process your Personal information are where we contact you about our work via post, use your personal information for data analytics, conducting research to better understand who our supporters are, improving our services, for our legal purposes (for example, dealing with complaints and claims), or for complying with guidance from the Charity Commission.

#### **5. Marketing**

We will only contact you about our work and how you can support ELPCSG by email, phone or text message, if you have agreed for us to contact you in this manner. However, if you have provided us with your postal address we may send you information about our work and how you can support ELPCSG by mail unless you have told us that you would prefer not to hear from us in that way. You can update your choices or stop us sending you these communications at any time by contacting 'elpcsg@gmail.com'

#### **6. Sharing your Information**

The personal information we collect about you will mainly be used by the volunteers at ELPCSG so that they can support you. We will never sell or share your personal information with organisations so that they can contact you for any marketing activities. Nor do we sell any information about your web browsing activity.

## Legal disclosure

We may disclose your information if required to do so by law (for example, to comply with applicable laws, regulations and codes of practice or in response to a valid request from a competent authority).

## **7. Keeping your information safe**

We take looking after your information very seriously. We have implemented appropriate physical, technical and organisational measures to protect the personal information we have under our control, both on and off-line, from improper access, use, alteration, destruction and loss. However – and unfortunately - the transmission of information using the internet is not completely secure. Although we do our best to protect your personal information sent to us this way, we cannot guarantee the security of data transmitted to our site. Our websites may contain links to other sites. While we try to link only to sites that share our high standards and respect for privacy, we are not responsible for the content or the privacy practices employed by other sites. Please be aware that websites that have links on our site may collect personally identifiable information about you. This privacy statement does not cover the information practices of those websites or advertisers.

## **8. How long we hold your information for**

Our aim at ELPCSG is to keep a relationship going with our members and the activities associated with that. We will keep information only as long as that is ongoing, which may include fulfilling statutory obligations (for example the collection of Gift Aid). It is also important that you are reminded that we have your information and that it is accurate and up-to-date. Therefore we will contact you every when required to do so if we have not heard from you to ensure our data is accurate.

## **9. Your rights**

You have various rights in respect of the personal information we hold about you – these are set out in more detail below. If you wish to exercise any of these rights or make a complaint, you can do so at 'elpcsg@gmail.com'

### Access to your personal information:

You have the right to request access to a copy of the personal information that we hold about you, along with information on what personal information we use, why we use it, who we share it with, how long we keep it for and whether it has been used for any automated decision making. You can make a request for access free of charge. Please make all requests for access in writing, and provide us with evidence of your identity.

### Right to object:

You can object to our processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object

to processing on this ground. Please contact us as noted above, providing details of your objection.

Consent:

If you have given us your consent to use personal information you can withdraw your consent at any time.

Rectification:

You can ask us to change or correct any inaccurate or incomplete personal information held about you.

Erasure:

You can ask us to delete your personal information where it is no longer necessary for us to use it, you have withdrawn consent, or where we have no lawful basis for keeping it.

Portability:

You can ask us to provide you or a third party with some of the personal information that we hold about you in a structured, commonly used, electronic form, so it can be easily transferred.

Restriction:

You can ask us to erase all the personal information we hold about you or if you object to some of it, to restrict it to what is acceptable to you

No automated-decision making:

Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. We do not currently carry out any automated decision-making.

**10. Monitoring**

Your communications with us (including by telephone or email) may be monitored and/or recorded for training, quality control and compliance purposes to ensure that we continuously improve our standards. To find out more about this policy and how we look after your personal information, contact 'elpcsg@gmail.com'