

PRIVACY NOTICE

Services



Introduction

This privacy notice sets out important information about the personal data (or personal information) that we process about you. We know that your personal data is important to you, and we take our data protection obligations seriously. We are committed to ensuring that we process your personal data in accordance with the rules, fairly, transparently and securely; and we will assist you in exercising your information rights.

This privacy notice is additional to and sits alongside our main privacy policy. This privacy notice is specific to social care. Our main privacy policy, which includes further information about how we process and protect your personal data generally, is available [here](#).

Young Lives vs Cancer is an independent organisation. We do not work for, or provide services to the NHS or Local Authority Social Care. Our service is direct to you, and is funded by charity money that is raised every year by Young Lives vs Cancer supporters.

Some of the services that we provide are:

- Social care services and holistic support;
- Grants;
- Signposting, referrals and providing information; and
- Homes from Home

Young Lives vs Cancer is the data controller for the personal data that we process about you. This means that we are responsible for deciding how we hold and use personal information about you. We are required under data protection legislation to notify you of the information contained in this privacy notice.

We will only process personal data about you when it is necessary, when it is lawful to do so, and in accordance with data protection legislation.

We may update this notice at any time but if we do so, we will publish an updated copy of this notice as soon as reasonably practical.

It is important that you read this notice when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information and what your rights are under data protection legislation.

General enquiries 0300 330 0803

younglivesvscancer.org.uk

Young Lives vs Cancer is an operating name of CLIC Sargent Cancer Care for Children. A registered charity in England and Wales (1107328) and in Scotland (SC039857). Also operating in Northern Ireland. A company limited by member guarantee (No. 05273638). Registered office: No. 1 Farriers Yard, Assembly London, 77-85 Fulham Palace Road, London, W6 8JA. VAT no: 863639196.

Your data protection rights

We are committed to ensuring that you can exercise any information rights that you have effectively. When we process your personal data, you have the following rights under data protection legislation:

Right	Description
The right to be informed	You have the right to be informed of how we process your personal data in a concise, transparent, intelligible and easily accessible form. One way we facilitate this right is through privacy notices such as this one.
The right of access (commonly referred to as a subject access request)	You have the right to request access to the personal data that we process about you. We are obliged to confirm whether we process your personal data and tell you information about that processing.
The right to rectification	You have the right to have inaccurate personal data corrected, and incomplete personal data completed.
The right to erasure (commonly referred to as 'the right to be forgotten')	You have the right to request that we delete your personal data. This right does not apply in all circumstances. When we rely on consent and you withdraw consent, we must erase your personal data unless we have another legal ground to process it.
The right to restrict processing	You have the right to restrict, or limit how we process your personal data in some circumstances. When this is the case, we may store your data, but not further process it without your consent unless an exemption applies.
The right to data portability	You have the right to receive personal data in a 'structured, commonly used and machine readable format'. This right enables you to transfer your data easily between controllers or other providers.
The right to object to processing	You have the right to object to the processing of your personal data under some circumstances. The right to object to direct marketing is absolute.
Rights relate to automated decision making	You have a right not to be subjected to automated processing, including profiling, which has a legal effect on you or has similarly significant affects in most circumstances.

If you would like further information about these rights or wish to make a request in relation to any of them (including reviewing, verifying, correcting, objecting to the processing of your personal data or request that we transfer a copy of your personal data to another party), please contact us in writing using the details provided in the 'Contacting us' section of this privacy notice.

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive, to cover the costs of administration. Alternatively, we may refuse to comply with the request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it, or alter it without unless it is with appropriate authority. .

Not all of these rights are applicable in every circumstance and we may need to restrict the application of these rights when it is necessary to do so. For example, this can be the case when it is necessary to protect the rights of others, or when it is necessary for the prevention or detection of crime. If we need to do this, we will only do so when it is necessary, lawful and in compliance with the requirements set out in the data protection legislation. We will consider each circumstance on a case-by-case basis.

What information we process about you

We will only process a minimal amount of relevant information that is necessary to enable us to carry out the functions, activities and objectives outlined in this privacy statement.

The personal data that we process about you may vary depending on the function, activity and objectives. In relation to the purposes outlined in this privacy notice, we may process the following personal data relating to you:

- Name;
- Address;
- Email;
- Phone number;
- Date of Birth;
- Health information including details of diagnosis and details about treatment and medical records;
- Economic and financial circumstances;
- Family circumstances and support needs;
- Your Bank Account information if you apply for a grant; and
- Details about your education and/or employment.

Please note that if you do not require our services following a referral, we will only retain a minimal record of:

- Name (or child's name);

- Email; and
- Date of Birth

We may process the following categories of special category or criminal offence data relating to you:

- Racial or ethnic origin
- Health
- Sexual orientation
- Religious or philosophical beliefs

Please note that if you do not require our services following a referral, we will not retain any special category data (such as diagnosis or other health data).

There may be some circumstances where we need to process other types of personal data about you. If we believe it is necessary, we will only do so when it is lawful and, we will fully comply with our obligations under data protection legislation.

How is your personal data collected?

We collect personal data about you initially by you being referred to us, this could be by:

- **Self-referral** – Where you, or someone with parental responsibility for you has made a referral for support via our website, by email, online chat, social media, telephone or any other method of contacting us.
- **Referral by another party** – This could be from a member of the Multi Disciplinary Team (MDT) such as an NHS nurse, other healthcare, community professional, or other charity. When this happens, they will ask your permission for us to make contact with you and for us to process your personal data. We will process a minimal amount of personal data necessary to make contact with you or your parent or guardian to explain and offer our services to you.

Why we process your personal data and our lawful basis for processing

We will process your personal data for a specified, explicit and legitimate purpose, and will not further process your personal data in a way that is incompatible with those purposes.

The table below outlines the purposes for which we process your personal data, and the lawful basis that we rely on for processing it under this privacy notice:

Purpose for processing	Lawful basis for processing
<p>Receiving referrals for services and registration of new service users</p>	<p>Legitimate interest Our legitimate interest is our charitable aim to provide grants and support for children and young people with cancer and their families.</p> <p>Processing your personal data is necessary for us to be able to register you to enable us to make contact with you to offer you those services.</p> <p>If you refuse our offer of services, we will retain a minimal amount of information about you under legitimate interests. This is to help us to ensure that we do not contact you further by mistake. You can object to us retaining this information by letting us know.</p>
<p>Administration of Care Plans for service users</p>	<p>Consent</p>
<p>Administration of workshops and group sessions</p>	<p>Consent</p>
<p>Providing Homes from Home services</p>	<p>Consent</p>
<p>Referral of safeguarding concerns for investigation and/or assessment</p>	<p>Consent While we will always consider seeking your consent before sharing your personal information with other organisations, there may be instances where seeking your consent would make it more difficult, or be inappropriate when we decide to share your information. This will only be the case when we feel that you are at serious or imminent risk of harm. We will consider your rights and interests, and only do so when it is lawful and necessary to do so.</p> <p>We may rely on the lawful basis of legitimate interest or vital interest in these circumstances. In some cases, we may also rely on an exemption under the Data Protection Act 2018 when it is lawful and necessary to do so.</p>
<p>Referrals to third party organisations including local authorities and charities for grants, information and other support for children, families and young people.</p>	<p>Consent</p>
<p>Grant applications</p>	<p>Consent</p>

<p>Maintaining records of grant applications, providing grants and making payments</p>	<p>Legitimate Interest Our legitimate interest is to provide grants that you have applied for.</p> <p>Processing your personal data is necessary to facilitate these applications and payments, so that we can maintain appropriate financial records.</p>
<p>Inviting service users and families to participate in satisfaction surveys, consultations, research or 'real life stories'</p>	<p>Consent</p>
<p>Conducting research</p>	<p>Consent We may alternatively use legitimate interest when we are conducting research. We will inform you of our lawful basis for conducting the research when we communicate with you about the particular research.</p>
<p>To compile statistics so that we can track how many people we have helped to improve our services</p>	<p>Legitimate Interest Our legitimate interest is to perform statistical analysis on information provided to investigate the effectiveness of our services and inform improvements to benefit those who we support.</p> <p>Processing your personal data for these purposes is necessary to have enough and relevant information to conduct the analysis which is directly relevant to the objectives that we have set out.</p> <p>No information will be published that can identify you.</p>

Special category and criminal offence data

When we process special category personal data relating to you, we can only do so if we have a lawful basis, and process it under one of the specified conditions contained in the data protection legislation because it requires higher levels of protection. For the purposes we have outlined in this privacy notice, the conditions for processing that we rely on are:

- You have given explicit consent for the processing of your personal data for the specified purposes;
- The Processing your personal data is necessary for the provision of health and social care;
- The Processing is necessary for reasons of substantial public interest. These substantial public interest conditions include;
 - Preventing and detecting unlawful acts;
 - Support for individuals with a particular disability or medical condition; and
 - Safeguarding of children and individuals at risk.

There are some circumstances where we may need to further process your personal data in ways that are beyond what is described in this privacy notice, or without your consent. If we need to do this, we will only do so when it is necessary, lawful and in compliance with the requirements set out in the data protection legislation. We will consider each circumstance on a case-by-case basis.

If we were unable to process your personal data

You are not obliged by statute to provide any of the personal data that is outlined in this notice and the provision of personal data is not a contractual requirement, neither is it necessary to enter into a contract

If we were unable to process your personal data, we would be unable to provide you with social care services or any other support that you may request or require.

Consent

In the circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose or explicit consent for special category personal data, you have the right to withdraw your consent for that specific purpose at any time. You can withdraw consent by contacting us through any of the methods outlined in the 'your data protection rights' section of this privacy notice.

Once we have received notification that you have withdrawn your consent, we will take steps to stop processing your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law. Please note that this may take a short period of time after you have withdrawn your consent.

Informing us of changes

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your relationship with us.

Who we share your personal data with

We will only share your personal data with other organisations or individuals with your consent, or when it is necessary to fulfil our purposes, where we are required by law or where we have another legitimate interest for doing so.

When we use a data processor, we will have a contract with them which requires them to take appropriate security measures to protect your personal information in line with our policies. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

For the purposes outlined in 'why we process your personal data', we may share your personal data with the following organisations:

- National Health Service (NHS) Trusts;
- Organisations represented in Multidisciplinary Teams (MDTs);
- Local Authorities (Councils);
- Other charities and partners who we may refer you to with your consent; and
- Our data processors who provide IT Infrastructure and case management software.

We may share your personal data with other organisations when we have a legal obligation to do so, for example when we are obliged to do so by law, or by a court order. We may also need to share your personal data when requested to do so by other organisations; for example with the police when it is necessary for the prevention and detection of crime, or with other agencies when it is necessary for the safeguarding of children or vulnerable adults. If we need to do this, we will only do so when it is necessary, lawful and in compliance with the requirements set out in the data protection legislation. We will consider each circumstance on a case-by-case basis.

How long we will keep your personal data

We will only process your personal data for as long as is necessary to fulfil the purposes for which we collected it, including for the purposes of satisfying any legal, accounting or reporting requirements.

We have retention policies in place to determine how long we keep your personal data, for the purposes described in this privacy notice, we will keep your personal data for the following:

- For six years from the date that we stop working with you, unless there is a statutory or other legal requirement to retain the information for longer.
- Following referral, if you do not accept a service from us, we will maintain a minimal record for a period of six years following that referral.

Once this period is over, we will securely delete, destroy or anonymise your personal data so that it can no longer identify you or relate to you in accordance with our data retention policy.

Third country transfers

We, nor our data processors will process your personal data outside of the United Kingdom.

If you would like to know more about any transfers we make and the safeguards we have in place to ensure that your personal information is treated by those data processors in a way that is consistent with and which respects UK law, please get in contact with us using the contact details below.

Automated decision making

We do not make decisions about you based solely on automated processing or profiling.

Data security

We have put in place measures to protect the security of your information. Details of these measures are available using the contact details set out below.

Third parties will only process your personal information on our instructions and where they have agreed to treat the information confidentially and to keep it secure.

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. Additionally, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process personal information on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator where we are legally required to do so.

Contacting us

If you would like further information relating to your data protection rights, how we process your personal data, any other data protection or matter related to this privacy notice, or would like to make a rights request, please contact us:

By email: supporter.services@younglivesvscancer.org.uk or our Data Protection Manager at dataprotection@younglivesvscancer.org.uk

By phone: 0117 314 8635

By writing to us:

Young Lives vs Cancer
4th Floor, Whitefriars
Lewins Mead
Bristol
BS1 2NT

The Information Commissioner (ICO)

The ICO website has information and guidance on data protection, information rights and privacy. You can visit their website at www.ico.org.uk .

You have a right to make a complaint to the ICO if you feel that we have not processed your personal data in line with data protection requirements, or if you feel that we have not upheld your information rights.

You can contact the ICO:

By email: icocasework@ico.org.uk

By phone: 0303 1231113

By writing to them:

Information Commissioner's Office (ICO)
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

The [ICO contact](#) page has further details about how to contact them.

Changes to this privacy notice

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of personal information.

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