

PRIVACY NOTICE

When we provide you with a service



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 **when we provide you with our services**. 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 Services. 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:

- Information;
- Financial support;
- Practical support;
- Emotional support; and
- Accommodation services

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, protecting it, and complying with the data protection legislation. 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, what your rights are under data protection legislation and how to exercise them.

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 about 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, and will process it further 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' in some circumstances. 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 effects, in most circumstances.

If you would like further information about these rights or wish to make a request in relation to any of them, 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 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 that we protect your personal data when you submit an information rights request to us. This is an appropriate security measure to ensure that personal information is not disclosed to any person, or changed by anyone, 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 deliver the services, 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 services we are offering to you. When we offer a service, we may process personal data relating to:

- Those who are in direct receipt of our services such as children and young people;
- Parents and guardians of those in receipt of services; and
- Information relating to family members, friends or other individuals.

In delivering our services, we generally process information about your:

- Name;
- Date of Birth;
- Contact details (telephone, address, email);
- Health (diagnosis, treatment plan etc);
- Employment, benefits and income;
- Education;
- Economic, social and family information;
- Gender;
- Nationality;

- Ethnicity and Religion (optional);
- Financial Details (bank account number, sort code etc);

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

- Racial or ethnic origin
- Health
- Sexual orientation
- Sex life
- Religious or philosophical beliefs
- Criminal Offence Data

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).

We use information that we have collected and processed when we provide you with a service for research, statistics, service improvement and innovation. We will always use anonymised information that cannot identify you where possible. After the retention period has expired, we will de-identify your information so that it can no longer identify you or anyone associated with you.

You can find out more information about our research activities [here](#).

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 generally collect most of the personal data directly from you. Initially, we collect information about you when you or an adult makes a referral to us, such as filling in an online form. A nurse, other charity or healthcare professional may also make a referral to us on your behalf when you have given them permission to share your information with us.

We may also collect information about family members such as parents, siblings and other relatives from service users or other individuals associated with service users when we are providing them with social care services. We will keep this information to a minimum and only maintain a record when it is necessary for the provision of our service.

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

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

You can find the purposes for which we process your personal data, and the lawful basis we rely on to process it in [schedule 1](#) to this privacy notice.

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 is necessary to protect the **vital interests** of the data subject or of another natural person where the data subject is physically or legally incapable of giving consent;
- The Processing of your personal data is necessary for the **provision of health and social care**;
- The Processing is necessary for the **establishment, exercise or defence of legal claims**;
- The Processing is necessary for **reasons of substantial public interest**. These substantial public interest conditions include;
 - Counselling or similar services;
 - Safeguarding of children and individuals at risk.
 - Preventing and detecting unlawful acts;
 - Support for individuals with a particular disability or medical condition; and
- The processing is necessary for **archiving purposes in the public interest, scientific or historical research purposes or statistical purposes**.

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 our 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 your consent by contacting us at supporter.services@younglivesvscancer.org.uk or speaking to your Social Worker or another member of our staff.

Further information about ways to contact us can be found in the '[Contacting us](#)' 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 time after you withdraw your consent.

Withdrawing consent does not affect the lawfulness of the processing conducted before it was withdrawn.

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 in doing so.

When we use a data processor, we will have a contract with them that 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, or other services such as out of hours services on our behalf.

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 it 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 period of time:

- **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;
- If there is a safeguarding concern or where we think it is necessary to retain records for the purposes of the exercise or defence of legal claims, we will retain case records **until the supported individual reaches the age of 21 or for six years from when we stop working with the individual – whichever is longer**; or
- 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.

You can find out further information about how long we retain your personal data by contacting us.

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 data protection 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 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 Team 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.

Version: September 2024 – v3.0

Next Review: Minor Review: September 2025;

Major Review: September 2027

Document Owner: Head of Services Access and Support
Data Protection Manager

Schedule 1: Purposes and lawful basis for processing your personal data

The following table outlines the purposes for which we process your personal data and the lawful basis that we rely on for processing it.

Please note that this does not mean that we process this information about all service users. We will only process personal data about you when it is necessary, so this will vary for according to the types of services or support we are providing.

Purpose for processing	Lawful basis for processing
Accessing and delivering our services	<p>Legitimate interest</p> <p>Our legitimate interest is the provision of social care and other services to our service users, which is a key part of our core aims and objectives as a charity.</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; then providing you with these 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>
Keeping records about you and the services you receive	<p>Legitimate interest</p> <p>Our legitimate interest is the provision of social care and other services to our service users, which is a key part of our core aims and objectives as a charity.</p> <p>It is necessary to keep records to deliver these services and to comply with our responsibilities such as financial rules.</p>
Safeguarding you and others	<p>Although we are committed to keeping your information confidential, sometimes we need to tell others who can help you because there is a serious risk of harm to you or another person.</p> <p>We will always try and consider your wishes and views when we do this.</p> <p>We may do this because we have a legal obligation to do so; because we have a legitimate interest to keep everyone</p>

who we support safe or because it is necessary to protect your or someone else's **vital interests**.

Enabling you to access support from other organisations

Consent

Hearing your views, telling your stories and listening to your feedback

Consent

Conducting research and statistics

Legitimate Interest

We use information that we have collected and processed during the course of our activities (such as the provision of support or advice, services, supporter engagement and case records) for research, statistics, service improvement and innovation. Further information about our research and lawful grounds can be found [here](#).

We may alternatively use **consent** 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.

Maintaining records for the purposes of the exercise, defence or establishment of legal claims. Such as where there has been an injury or safeguarding issue

Legitimate Interest

Our legitimate interest is for the purposes of establishing, exercising or defending legal claims and ensuring that we have appropriate records and information for these purposes. The processing and retention of this information is necessary for these purposes.

Maintaining or providing records to regulators for compliance with our legal obligations

Legal obligation

The legal obligation will vary, which may also Court Orders or obligations arising from legislation, for example, if we were issued with a lawful request for information during a statutory inquiry.