

Privacy Statement and Privacy and Security Policy

Privacy Statement

Tuam Cancer Care is committed to respecting and protecting your privacy and would also like you to feel safe when you give us your personal details. We will always clearly identify ourselves in correspondence and on our website. Our principle business is to provide and arrange services for our clients who are suffering with cancer or cancer related illness. In order to function we will request information some of which will most likely be sensitive personal data. We are open and honest with individuals about how their data is processed.

Privacy and Security Policy

To facilitate our services and to provide you with relevant information and respond to your requests, we sometimes request that you provide us with information about yourself. This information will often consist of sensitive personal data.

Tuam Cancer Care maintains privacy practices with respect to data that is collected offline and online, and this notice also covers both those methods of data collection and use. Tuam Cancer Care complies with the EU General Data Protection Directive (GDPR) for the collection, use and retention of all personal data.

What information will we gather?

In general, you may visit our website without identifying yourself or revealing any personal information. Tuam Cancer Care may collect domain information from your visit to customise and improve your experience on our website.

This website may collect certain information from your visit including the date, time of your access, the pages you accessed, the name of the internet service provider and the internet protocol (IP) address by which you are accessing the internet, and the internet address from which you linked to our site if applicable. We may use this information to better understand how our website is being used so that we can improve its performance.

Some portions of this website may request that you give us information about yourself from which we are able to identify you, such as your name, e-mail and other address. Some of the ways in which we may collect information from you are:

- Subscription to newsletters or other Tuam Cancer Care content-related correspondence
- Event registration for seminars, conferences, etc.
- White paper or other downloads

In terms of offline acquisition of information, data may be collected from clients of the Centre, supporters of the organisation and our Support Volunteers & staff in person. The person who is gathering information from an individual must make the individual aware of their identity and inform them of the purpose for gathering the data, whether or not it will be shared with third parties, how long it will be held for and who they can contact if they wish to see a copy of their personal data.

- **Clients:** Personal information relating to names, addresses, contact details and details of their diagnosis is collected at the point of registration with the Centre. Clients are assigned a client number at registration and their data is filed using this number instead of their name. Information is stored on a password protected database on a password protected computer. They are also stored in a manual file which is kept in a locked drawer with restricted access. The room in which the files are kept are also locked out of hours.
- **Supporters:** Personal information relating to names, addresses, contact details is collected at our events and on completion of the Fundraising Proposal form. Information is stored on a password protected database on a password protected computer. They are also stored in a manual file which is kept in a locked drawer with restricted access. The room in which the files are kept are also locked out of hours. In order for their details to be kept, supporters have signed a consent form. The consent forms are stored in a room locked out of hours.
- **Support Volunteers:** Personal information is collected at induction. This information is stored in a locked filing cabinet – access is restricted to the coordinator. Information is stored on a password protected database on a password protected computer.
- **Staff:** Copies of staff contracts, banking details, timesheets etc. are stored in individual staff files which are stored in a locked filing cabinet with restricted access. Copies of contracts may also be stored on computers in password protected files.

Data that is recorded should be accurate and complete and be entered into records in accordance with data protection guidelines. Corrections will be promptly made when inaccuracies, mistakes, misleading information or incomplete information is brought to light.

Use of the information we gather

When we collect information about you, we intend to tell you why we are asking for the information and what we intend to do with it. You will have the option of not providing the information in which case you may still be able to access some services, although you may not be able to access all services. Data will not be held for longer than is necessary.

The information we collect about you is used to provide or arrange for the provision of services and respond to your requests. It may also be used to verify your identity, send you information, or contact you in relation to Tuam Cancer Care activities that we believe may be of interest to you after you have chosen to opt-in.

Sharing information with third parties

In certain instances, we may make our information available to third parties with whom you have a relationship, where the third party is providing services on our behalf. We will only provide those third parties with information that is necessary for them to perform the services and we take measures to protect your information.

The information we collect may be used, stored, and processed in the EU or UK. Tuam Cancer Care may disclose information it has collected about you if required to do so by law, or when necessary to protect the rights of Tuam Cancer Care or its employees.

Confidential or personally identifiable information will only be released to therapists and counsellors associated with Tuam Cancer care and contracted by the organisation with the prior written consent of the individual. Such consent must be given without any duress or pressure. The individual must be made aware that they may withhold such consent, or they may withdraw such consent at any time without consequences. All therapists and counsellors acting in conjunction with Tuam Cancer Care and with whom Tuam Cancer Care share personal data of client, will sign a data protection agreement with Tuam Cancer Care to ensure the security of said data.

Transit of information outside the premises of Tuam Cancer Care should only occur with the correct authorisation and should be kept to a minimum. Where it is necessary, all necessary precautions must be taken to ensure the security of the information before, during and after transit. Laptops, portable mobile devices and /or files containing personal information or confidential organisational information should be locked securely in the boot of any car used to transport it. It should not be left unattended in the car, especially overnight.

Only anonymised data will be made available by the organisation to third parties that it contracts to conduct research on its behalf or third parties that the organisation is required to provide data from statistical reasons. Such data will only

be released after it has been verified by the Manager that it does not contain any information that would allow direct identification of an individual (e.g. name, address, date of birth, etc.).

Access to your Data

Requests for access to personal data made by the individual to whom the data pertains must be made in writing. A standard data access form is available online and upon request at the Centre.

Responses to such requests will be made within 30 days of receipt of such request. Before making a response to such a request the following criteria must be met:

- Is the data personal data?
- Is the person requesting the data the bona fide owner of the requested data?
- Does the data relate specifically to the individual?
- Are there any references to third parties that should be withheld?
- Has the request been made in writing?

Once a request is granted, this must be recorded on the file.

Data security

Tuam Cancer Care's intent is to strictly protect the security of your personal information; honor your choice for its intended use; and carefully protect your data from loss, misuse, unauthorised access or disclosure, alteration or destruction. Adequate security measures will be in place to protect the safety and integrity of data under the control of Tuam Cancer Care.

Personal data that is no longer 'live' or current will be archived. Data will be kept in the archive for as long as appropriate for financial or other legal reasons or if it might be necessary for historical or statistical research.

Duplicate records set up in error will be destroyed.

Suitable back-up facilities, e.g. hard copy, off-site data servers, will be put in place to protect data in the event of disruption.

Access to personal data by staff or volunteers will be given on a 'needs only' basis in the execution of their roles and responsibilities.

Data Destruction

Disposal of records must maintain the confidentiality of the information contained in the records and avoid accidental loss or disclosure of the contents of the records.

Client files – every 6 months a query will be run from the database to identify clients that have been inactive for 18 months or more. These records will be marked inactive on the database. Their manual files will remain in the locked filing cabinet in the event of future contact (e.g. recurrence of diagnosis).

Where a client is deceased, they are marked as such on the database. Their manual file is retained for a period of 7 years, in line with best practice for therapists and counsellors.

Supporters files – supporters details will be destroyed following a period of 12 months of no contact. Consent forms will be shredded and disposed of in line with this policy.

Support Volunteers – files are marked inactive when a volunteer resigned. Their manual files will be destroyed on resignation.

Staff – files will be retained for a period of 7 years following the resignation or retirement of staff members.

The approved method of destruction is shredding, either internally or by a third party approved by the manager. Third party destruction certificate will be retained in the Data Protection folder.

Authorisation for destruction of records must be obtained from the Manager.

Records for destruction must be segregated from general waste.

A register of records destroyed is kept. This will contain a record title and a date of destruction and nothing further. Clients are informed of same in the initial client care letter.

How to update and/or amend the personal information you have provided

You are entitled to know whether we hold information about you and if we do (subject to certain limitations) to have access to that information and have it corrected if it is inaccurate or out of date. To exercise your right of access or to update your details under your right of rectification or erasure, please e-mail your request to the contact address below with proof of identity.

Business relationships

This website may contain links to other websites. Tuam Cancer Care is not responsible for the privacy practices or the contents of such websites.

Contacting us

If you have any questions or comments about our privacy notice or practices, please contact us. Tuam Cancer Care may modify or update this privacy notice from time to time without prior notice. You can check the last updated date below to see when the notice was last changed. We encourage you to check this notice often so that you can continue to be aware of how we are protecting your personal information. Continued use of the rest of the website will constitute consent to the contents of this privacy notice as it may be modified from time to time.

E-mail: support@tuamcancercare.ie