

# The Olive Tree Cancer Support Group

## Personal Identifiable Information

### PRIVACY STATEMENT

We at the Olive Tree Cancer Support Group value the trust of our members, friends and supporters. To earn that trust, we respect each person's privacy in handling personal identifiable information.

This statement describes who controls the personal identifiable information we gather, what personal information we gather, what we do with it, the safeguards we have in place to protect it, and how you can control our use of it.

#### 1. Who controls gathered personal identifiable information?

Data that we gather about any person is controlled by us.

We collect personal identifiable information that you voluntarily provide **directly** to us when you:

- request membership
- request information
- request services that we offer
- enrol in workshops and educational programmes
- contact us a by letter, e-mail, text or telephone
- or make a donation

We also collect information **indirectly** for example from independent event organisers such as the Brighton Marathon or fundraising sites such as Just Giving. These independent third parties will only provide information to us when you have indicated that you wish to support The Olive Tree and with your consent. You should check their privacy policy when you provide your information so that you fully understand how they will process your data.

#### 2. What personal data we collect and how we use it

Information may include your:

name,  
mailing address,  
e-mail address,  
telephone number.

We need this so that we can keep in touch with you regarding appointments and to make sure that you are kept aware of new services and events.

We may need additional personal identifiable information - such as:

age  
date of birth  
gender  
ethnicity

This is in order that we can check that we are providing appropriate services to the whole community.

If you are a patient, we will also require medical detail in connection with your cancer in order that we can help you make appropriate decisions about services.

### **3. Where is the collected information stored?**

The personal identifiable information we collect about you will be stored and processed on electronic information and manual records systems operated by us and controlled by us. We ensure that there are appropriate technical controls in place to protect your personal details.

We undertake regular reviews to make sure that the information we hold on you is only accessed by trained staff and volunteers

### **4. With whom might the personal identifiable information be shared?**

We will not disclose personal identifiable information about you to others except as disclosed in this Privacy Statement or as specifically authorised by you. The exception to this would be if we required to by the police, regulatory bodies or legal advisors.

### **5. How is personal identifiable information protected?**

We have implemented safeguards to protect reasonably and adequately personal identifiable information. Our databases are protected by physical, technical, and procedural measures that restrict information access to authorised persons in accordance with this Privacy Statement.

Only those in the Olive Tree Cancer Support Group who need the information to perform a specific job are granted access to personal identifiable information. Our people are kept up to date on our security and privacy practices.

Personal data will only be kept as long it is necessary.

### **5. How can people access and update personal identifiable information?**

It is important that our databases are accurate and up-to-date. To exercise your rights to access and make appropriate changes to personal identifiable information that we have gathered about you, please call us. On personal application there is no charge for us in supplying to you the personal information that we hold.

If you have any questions about our handling of personal identifiable information relating to you, please contact us at the Olive Tree Centre.

The Trustees  
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