

Privacy Notice

Cancer Focus Northern Ireland is committed to maintaining high standards of privacy and data protection for our service users and those we work with. This Privacy Notice lets you know what happens to any personal data that you give to us, or any that we may collect from or about you.

Cancer Focus NI is a local cancer charity working since 1969 to reduce the impact of cancer on people's lives. We provide care and support services for cancer patients and their families; offer a range of cancer prevention programmes to help people reduce their risk of getting cancer; fund scientific research into the causes and treatment of the disease and campaign for better health policy to protect our community and its future. Without your support we would not be able to provide our services and help the patients and families who we care for.

We are registered with the Information Commissioner's Office (Z9427646). Our Charity Number is NIC 101307 and our Company Registration Number is NI 49781.

Cancer Focus NI respects any personal data you share with us and are committed to maintaining high standards of privacy and data protection. This Privacy Notice sets out how we collect and use the information you give to us. If you have any questions, please feel free to contact us by calling 028 9066 3281 or email to gdpr@cancerfocusni.org.

Personal Data We Collect

In order to provide our services, we need to collect and process certain personal information, such as information needed to make a donation. Your data also allows us to develop a better understanding of our supporters, allowing us to fundraise more efficiently and effectively in order to be there for people living with cancer and their families.

If we collect personal data from you, we will only do so with your consent. Cancer Focus NI respects any personal information you share with us and we promise to keep it safe. We will never sell your data and we will safeguard your personal information in line with the Data Protection Act 1998.

Your Rights Under Data Protection Laws

The General Data Protection Regulation provides the following rights to you:

- The right to be informed about the processing of your personal information
- The right to have your personal information corrected if it is inaccurate and to have incomplete personal information completed
- The right to object to processing of your personal information
- The right to restrict processing of your personal information
- The right to have your personal information erased (the "right to be forgotten")
- The right to request access to your personal information and to obtain information about how we process it

- The right to move, copy or transfer your personal information (“data portability”)
- Rights in relation to automated decision-making which has a legal effect or otherwise significantly affects you

We are committed to upholding your rights. You can contact us for further clarification or any concerns you have regarding your personal data that we hold by contacting the Data Protection Officer to gdpr@cancerfocusni.org. Please note that the exercise of your rights are dependent on the lawful basis that has been used for each processing activity.

You also have the right to lodge a complaint with the Information Commissioner’s Office which enforces data protection laws: <https://ico.org.uk/concerns>.

Information We Collect From You

Personal information is information that can be used to identify you, tell us about you and help us understand your relationship with us. For example, if you make a donation, volunteer with us, register to fundraise, sign up for an event or make use of our Cancer Prevention programmes, Cancer Focus NI may, with your full knowledge and consent, collect the following information:

- **Your full name**
- **Your contact details - including full postal address and email address**
- **Your preferences and interests relevant to activities**
- **Other information relevant to your specific enquiry**
- **We may also request your bank or credit card details to process your registration fee or donation where applicable**

Where it is appropriate, we may also ask for:

- **Information relating to your health (for example, if you are taking part in an event which requires us to know any issues that may affect your ability to take part)**
- **Why you have decided to donate to us, where did you hear about our events and if you’d like to hear more about our services or events. We will never make this question mandatory and only want to know the answer if you are comfortable telling us**
- **Any other information that we are requested to collect by law**

Support Services

If your family, a relative or a friend is supported by Cancer Focus NI, the personal information provided to us will be used only for the purposes of providing services, training or monitoring the quality of our services. Cancer Focus NI will not disclose personal information to any third party without consent, except in the following circumstances:

- **To healthcare professionals and organisations involved in the provision of care**
- **Exceptionally, to the relevant authorities or otherwise as legally required**

We will not use your information for other purposes without your permission. If you tell us about your own experience with cancer or the experience of someone else, we will explain how we will use that information. If you don’t want us to use such information for other purposes or change your mind at any time, it will not affect any services we provide.

How We Collect Your Personal Data

The information we collect is gathered in the following ways:

When you give it to us directly by:

- **Enquiring about our activities and events**
- **Making a donation to us**
- **Registering for an event**
- **Engaging with or contacting us via our social media platforms**
- **Telling us your story**

When you give it to us indirectly:

Your information may be shared with us by third parties, for example:

- **if a friend or family member signs you up for one of our events**
- **professional fundraising agencies**
- **independent event organisers, for example the Belfast City Marathon or fundraising sites like JustGiving.**

- **Our website - we may also collect and observe data about supporters when they use our website via 'cookies', such as which pages are most visited and which events and activities are of most interest. This information can help us improve our website and services and ensure we provide you with the best experience. This information may also be used to target digital ads via our social media platforms. Wherever possible, the information we use for this purpose will be aggregated or anonymised i.e. it will not identify you as an individual visitor to our website. There is more information on our website below.**

- **Our social media platforms – we also use information from social media. Communication, engagement and actions taken through external social media platforms that we employ are subject to the terms and conditions as well as the privacy policies held with each social media platform respectively.**

Depending on your settings or the privacy policies for social media and messaging services like Facebook, Instagram, WhatsApp or Twitter, you might give us permission to access information from those services, for example when you publicly tag us in a post.

- **You should check any privacy policy provided to you where you give your data to a third party.**

How We Use Your Personal Data

Every donation we receive matters to us. Your information is really important as it allows us to fulfil a number of actions which ensure your support helps all of our services.

Here are some of the ways we use your information to support our work:

Donations

When you make a donation we will use your information to:

- **Process your donation**
- **Claim Gift Aid on your donation (if applicable)**
- **Send you a thank you letter and/or receipt for your donation**

Fundraising Events

If you register to take part in an event (by phone, registration form or online) or choose to hold your own event to raise money for us, we will use your information to:

- **Process the event fee if applicable**
- **Send you a fundraising pack or supporting materials as needed**
- **Add you to our database in order to confirm you as a participant for that event/raising money for us**
- **Process Gift Aid**
- **Contact you to offer support and provide fundraising materials as appropriate**

If you have consented to hear more about our events, services and/or volunteering opportunities (via a hard copy form, telephone or online registration/enquiry), we will use your contact information provided to provide you with the relevant communication.

Payments

If you use your credit or debit card to donate to us, pay online or over the phone, or to register for one of our events, we will need to collect information to process this payment.

We will ensure that this is done securely and in accordance with the Payment Card Industry Data Security Standard.

We do not retain your credit or debit card details for longer than necessary. Following the completion of your transaction, all card details and validation codes are securely destroyed once the payment donation has been processed. We also request that you never email your credit or debit card details to us to ensure your information is not compromised in any way.

Payments via Facebook Fundraising

If you make a donation using our Facebook donate button or by creating a Facebook Fundraiser, Facebook will send us information including your first name, surname, donation amount and email address (if it was shared). If you opt to Gift Aid your donation we will also receive your home address so we can claim the Gift Aid.

If your family, friends and supporters make a donation through your Facebook Fundraising page, the only information we will receive from Facebook is their first name and surname, unless they choose to Gift Aid their donation in which case we will receive their home address so we can claim Gift Aid.

Sharing Your Personal Data

The protection of your information is really important to us and we are extremely sensitive and cautious in how we use it. That is why we promise that we will never sell your information to a third party.

We may disclose your personal information to third parties if we are required to do so through a legal obligation (for example, to the police or a government body), or to protect us in the case of suspected fraud or defamation. We do not share your information for any other

purposes.

Accuracy of Information

To help us ensure that any communication you wish to receive from us reaches you, it's important that all the information we hold about you is accurate and kept up to date. If any of the information we hold about you is inaccurate and either you advise us or we become otherwise aware, we will ensure it is amended and updated as soon as possible.

Under 16s

If you are aged 16 or under and would like to participate in an event, make a donation or get involved with us, please make sure that you have your parent's/guardian's permission before giving us your personal information. Some of our events have age restrictions and we recommend that if you are under 16, you ask a parent or guardian to contact us initially.

When we collect information about a child or young person, we will make it clear to the parent/guardian why we are collecting this information and how it will be used.

Data Security and Retention

We will always hold your information securely and follow stringent procedures to ensure that any personal data we hold about you is stored and processed under our Data Protection Policy in line with the Data Protection Act 1998, GDPR and any other relevant legislation.

We use a Customer Relationship Management system (CRM) to hold the information you provide us, so we are able to see the history and relevant details of your relationship with us. This ensures that we provide appropriate and accurate communications. We take information security very seriously. Our information is only accessed in order to provide a service to you or for one of the other purposes discussed in this policy.

We will retain your information for as long as required to enable us to operate our services, but we will not keep your information for any longer than is necessary. We will take into consideration our legal obligations and tax and accounting rules when determining how long we should retain your information. When we no longer need to retain your information we will ensure it is securely destroyed.

Our Website

Our website is an important tool for Cancer Focus NI as it allows you to find out more about what we do, how your support makes a difference, how you can support us through fundraising and more. Any information you send us through the website is encrypted using secure socket layer technology (SSL). We enforce strict procedures and security features to protect your information and prevent unauthorised access.

To make full use of our website you need to accept cookies. Like most websites we use cookies to help monitor the usage of our website. The information we collect through cookies is anonymous and does not personally identify you. It does not contain your name, address, telephone number or email address.

We use Google Analytics to track and monitor website usage. This allows us to monitor what parts of our website are working well and what parts of our website our supporters are most interested in. This information then allows us to tailor the content of our website, ensuring

our supporters and service users see more of the content they are interested in. The information we use via Google Analytics is anonymous and does not personally identify you. It does not contain your name, address, telephone number or email address. If you would rather that your visits to the website are not recorded, please consider looking at Google Analytics opt-outs. To do this, please visit <https://tools.google.com/dlpage/gaoptout>.

Our website contains links to other websites belonging to third parties and we participate in social networking sites including, but not limited to, Facebook, Twitter, Instagram, Linked In and YouTube. We may also include content from these sites on our website. However, we would advise that we do not have control over the privacy practices of these other sites. You should make sure when you leave our site to visit another site, that you have read and understood their Privacy Policy in addition to our own.

