

## **Breastfriends Cardiff and Vale**

### **Breast Cancer Support Group**

#### **Privacy Notice: What you need to know**

#### **Introduction**

We treat privacy and confidentiality very seriously. We are a registered charity with relationship with fundraisers, volunteers, supporters and service users so we use personal information on a day to day basis in order to fulfil our mission to provide support to those individuals who have or have had a diagnosis of breast cancer. Our use of personal information allows us to make better decisions, fundraise more efficiently and, ultimately, help is to achieve our mission.

We have developed this privacy notice in order to be as transparent as possible about the personal information we collect and use.

We comply with all aspects of the UK's data protection legislative framework, which includes the European General Data Protection Regulation (GDPR) and the UK's own legislation, including the Data Protection Act 2018.

Please ensure you read this notice carefully and contact us if you have any questions or concerns about our privacy practices.

#### **Who we are?**

Breastfriends Cardiff & Vale Breast Cancer Support Group is a registered charity No. 1113068.

We have appointed a dedicated Data Protection Officer (DPO) to ensure appropriate oversight of our data processing activities. The DPO is Jane Shatford who can be contacted by telephone via Breast Cancer Cymru on 0845 077 1894 or via email at [info@breastfriendscandv.org.uk](mailto:info@breastfriendscandv.org.uk) and can provide any clarity that you may need about this privacy notice.

#### **What this Notice Covers?**

We ask that you read this privacy notice carefully as it contains important information about:

- How we collect your personal information
- The personal information that we collect and use
- The lawful bases we rely on to collect and use personal information
- Why we collect and use personal information

- Sharing your personal information
- When we transfer personal information outside the EEA
- How long we keep information
- How we ensure personal information is secure; and
- Your privacy rights

You should ensure that you read this general privacy notice alongside any specific privacy notice we may issue to you, from time to time, in relation to your information.

### **How we collect information**

We collect information in the following ways:

- You may give us your information in order to complete a contact form, to sign up for one of our events, to sign up for a newsletter, make a donation, participate in our regular activities or otherwise communicate with us.

Please note that our website does not collect your personal information through the use of 'cookies' or other tracking methods.

If you wish to give us personal information about another person, please speak to us to ensure that you are legally entitled to give us the information and for advice on informing that person.

### **Social Media**

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

### **Categories of Personal Information that we hold**

- Your name
- Your contact details (including postal address, telephone number, e-mail address and/or social media identity)
- Information about events and activities which you have shown an interest in
- Information as to whether you are a taxpayer to enable us to claim Gift Aid
- Any other personal information you provide to us

### **The lawful basis for processing personal information**

We rely on the following legal bases to process your personal information -

Consent: We may (but usually do not) need your consent to use your personal information. You can withdraw your consent by contacting us (see below).

Legal Obligation: This applies where we need to collect and use your personal information to comply with applicable laws and regulatory requirements

Legitimate Interest: We may collect and use your personal information to further our legitimate business interests. We only do this where we are satisfied that your privacy rights are protected satisfactorily. We're committed to putting you in control of your data and you're free at any time to opt out from any activity we're undertaking based on this legal basis.

### **Why do we collect and use personal information?**

To provide you with the services/support and information you asked for – *Consent and Legitimate Interests*

To administer your donation or support your fundraising including processing Gift Aid – *Legitimate Interests and Legal Obligation*

To keep a record of your relationship with us - *Legitimate Interests and Legal Obligation*

To respond to or fulfil any requests, complaints or queries you make to us - *Legitimate Interests and Legal Obligation*

To better understand how we can improve our services or information by conducting analysis and market research - *Legitimate Interests*

To manage our events - *Legitimate Interests and Legal Obligation*

To send you correspondence and communicate with you, including updating your contact details - *Legitimate Interests*

To audit and administer our accounts - *Legal Obligation*

To meet our legal obligations to regulators, government and/or enforcement bodies - *Legitimate Interests and Legal Obligation*

To otherwise carry out the day-to-day operations of our organisation efficiently including managing our financial position, capability, planning, communications, corporate governance and audit - *Legitimate Interests and Legal Obligation*

### **Sending marketing communications**

Our marketing communications include information about our work.

We operate an 'opt-in only' communication policy. This means that, except as set out below, we will only send electronic marketing communications to those that have explicitly stated that they are happy for us to do so.

## **Events and fundraising**

When you have asked for details of one of our events, we will send you information including, where relevant, ideas for fundraising and reminders on key information about the activity.

Where you have signed up for an event with a third party (for example the London Marathon) and told the event organiser that you wish to fundraise for us, we may contact you with information and support for your fundraising for that event.

## **Managing your contact preferences**

We make it easy for you to tell us how you want us to communicate, in a way that suits you.

Our forms have clear marketing preference questions and we include information on how to opt out when we send you marketing. If you don't want to hear from us, that's fine, and you can change your preferences at any time. Just let us know when you provide your data or contact us.

If you decide you don't want to be contacted for marketing purposes, we may still need to contact you for administrative purposes. This may include where we are processing a donation you've made and any related Gift Aid, thanking you for a donation or participation in an event.

## **Sharing your personal information**

We may be required to share personal information with regulatory authorities, government agencies and law enforcement agencies. We will use reasonable endeavours to notify you before we do this, unless we are legally restricted from doing so.

Examples of organisations that we might need to share information with include The Charity Commission and HMRC.

We do not sell, rent or otherwise make personal information commercially available to any third party

## **Transfer Outside the European Economic Area (EEA)**

We do not send personal data outside the EEA.

## **Keeping your information updated**

We really appreciate it if you let us know if your contact details change. If correspondence is returned to us indicating that the address you have provided is no longer valid or appropriate we will delete your information from our records. We will not use any external sources such as the post office change of address database, electoral roll or similar to seek to update or records or keep in touch.

## **How Long we keep personal information**

Our policy is to not hold personal information for longer than is necessary. We have established data retention timelines for all of the personal information that we hold based on why we need your information. The timelines take into account any statutory or regulator obligations we have to keep the information, our ability to defend legal claims, our legitimate business interests, best practice and our current technical capabilities. We have development a Data Retention Policy that captures this information. We delete or destroy personal information securely in accordance with the Data Retention Policy.

## **How we ensure personal information is secure**

We are strongly committed to information security and we take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption. We have put in place, physical, electronic, and managerial procedures to safeguard and secure the information you provide to us.

## **Your privacy rights**

You have a number of rights in relation to your personal data which we have. Not all of the rights apply in all circumstances. If you wish to exercise any of the rights, please contact us in the ways detailed below:

- You have a right of access to the personal information we hold about you
- You have the right to ask us to correct any information we hold about you that you think is wrong or incomplete
- You have the right to object to any processing of your personal information where we are relying on a legitimate interest to do so and you think that your rights and interests outweigh our own and you wish us to stop. There may, however, be legal or other legitimate reasons why we need to keep or use your information. If this is the case, we will consider your request and explain why we cannot comply with it. You can ask us to restrict the use of your personal information while we are considering your request.
- You have the right to object if we process your personal data for the purposes of direct marketing. If you no longer want to receive communications from us, please contact us. We will stop sending you communications, but will continue to keep a record of you and your request not to hear from us. If we deleted all of your information from our direct marketing databases, we would have no record of the fact that you have asked us not to communicate with you and it is possible that you may start receiving communications from us at some point in the future, if we obtain your details from a different source.
- You have the right to ask us to delete your information. This is also known as the right to be forgotten or to erasure. We will not always agree to do this in every case

as there may be legal or other legitimate reasons why we need to keep or use your information. If this is the case, we will consider your request and explain why we cannot comply with it. You can ask us to restrict the use of your personal information while we are considering your request.

- Where our processing of your personal information is based on your consent, you have the right to withdraw it at any time. Please contact us if you want to do so.
- You may have a right to obtain the personal information that you have given us in a format that can be easily re-used and to ask us to pass this personal information on in the same format to other organisations. Please contact us to find out if this right applies to you.

### **How to Complain**

Please let us know if you are unhappy with how we have used your personal information. You can contact us the followings ways:

By emailing us at [info@breastfriendscandv.org.uk](mailto:info@breastfriendscandv.org.uk)

Messages c/o Breast Cancer Care on 0845 077 1894

### **Changes to the Privacy Notice**

This privacy notice was last updated on 29 November 2018. We keep this privacy notice under regular review and may change it from time to time by updating this page in order to reflect changes in the law and/or our privacy practices. We would encourage you to check this privacy notice for any changes on a regular basis.

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