

Dimbleby Cancer Care Privacy Policy

At Dimbleby Cancer Care we are committed to protecting your personal information and being transparent about what we do with it. We are committed to using your personal information in accordance with all applicable laws concerning the protection of personal information and not to do anything with your information you wouldn't reasonably expect.

This Privacy Policy explains:

1. How Dimbleby Cancer Care may obtain your personal information
2. What information we collect
3. Explaining the legal bases we rely on
4. How we will use that information
5. How long we hold your personal information
6. Who we share your information with
7. Your choices regarding your information we hold

If you have any questions about this Privacy Policy, please contact our Data Controller Officer at Dimbleby Cancer Care, 4th Floor Management Offices, Guys Hospital, London SE1 9RT email info@dimblebycancercare.org or tel: 020 7188 7889
Dimbleby Cancer Care is registered under the Act as a Data Controller under number Z7576873

How do we obtain your personal information?

- **When you give it to us directly**
You may give us your information in order to sign up for one of our events, when you contact us to ask about our activities, to tell us your story, seek assistance, make a donation to us, fundraise on our behalf, or otherwise give us personal information. Sometimes when you support us, your information is collected or processed by an organisation working for us (eg a professional fundraising agency or a data processing company). Where they are doing it purely on behalf of Dimbleby Cancer Care we will be responsible for your information at all times.
- **When you give permission to other parties to share it with us**
Your information may be shared with us by independent event organisers, for example sites like Virgin Money Giving. These independent third parties will only do so when you have indicated that you wish to support Dimbleby Cancer Care with your consent. You should check their Privacy Policy when you provide your information to understand fully how they will process your information. We may also obtain information about you from a family member or a friend who contacts us on your behalf or if a fundraiser passes on your details to us.
- **When your information is available publicly or from other external sources**
We may combine information that we already have about you with information available publicly or information available from external sources in order to gain a better understanding of you and to improve our fundraising methods and services. The information we get from other external sources may depend on your privacy settings or the responses you give, so you should regularly check them. 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 those accounts or services.

Explaining the legal bases we rely on

The law on data protection sets out a number of different reasons for which an organisation may collect and process your personal data, including:

- **Consent** - In specific situations, we can collect and process your data with your consent.
When collecting your personal data, we'll always make clear to you which data is necessary in connection with a particular service.
- **Legitimate interest** - In specific situations, we require your data to pursue our legitimate interests in a way which might reasonably be expected as part of running our charity and which does not materially impact your rights, freedom or interests.

What information do we collect?

- **Personal information** is any information that can be used to identify you. For example, it can include information such as your name, date of birth, email address, postal address, telephone number, fax number and credit/debit card details, as well as information relating to your health or personal circumstances.
- **Data protection law** recognises that certain categories of personal information are more sensitive. This is known as sensitive personal information and covers health information, racial or ethnic origin, religious beliefs or other beliefs or a similar nature, political opinion and trade union membership. We would only collect sensitive personal information where there is a clear need to do so such as participation in a challenge event, to ascertain what services are relevant to you or to cater other services and support to you. Before collecting any sensitive personal information about you we will make it clear to you what information we are collecting and the purposes for collecting such.

How do we use your information?

How we use your information would largely depend on why you are providing it. We may use your information in the ways set out below.

- We use your personal information to give you the information, support, services, or products you ask for.
- We use your information to gain a full understanding of your situation so we can develop and offer you the best possible personalised services and are aware of any sensitivities so our communications with you are respectful of your situation.
- We use your information to keep a record of your relationship with us and for internal administrative purposes (such as our accounting and records), and to let you know about changes to our services or policies.

- We use your personal information look into, and respond to, complaints, legal claims or other issues.
- We use your personal information to claim Gift Aid on your donations.
- We use personal data to carry out statistical analysis and research in order to help us to understand how we are performing and how we can improve our services and meet the needs of people that require our help.
- We may also use your personal information for other purposes which we specifically notify you about and, where appropriate, obtain your consent.
- Direct marketing - with your consent, we may use your information to send you communications about our work and how you can help us to help you, for example, information about our campaigns, volunteering and fundraising activities and how you can donate to us. Occasionally, we may include information from partner organisations or organisations who support us in these communications. Our forms have clear marketing preference questions and we include information on how you can say no to such marketing. You can let us know if you would prefer not to receive these communications at any time by emailing info@dimblebycancercare.org, calling us on 020 7188 7889 or writing to our Data Protection Compliance Officer at the address above.

How long do we hold your personal information?

- Whenever we collect or process your personal data, we'll only keep it for as long as is necessary for the purpose for which it was collected.
- At the end of that retention period, your data will either be deleted completely or anonymised, for example by aggregation with other data so that it can be used in a non-identifiable way for analysis and business planning.

Who do we share your information with?

- We will not sell your details to any third parties, but we may sometimes share your information with our trusted service providers who are authorised to act on our behalf and associated organisations who work on our behalf, or whom we work with in partnership to deliver and improve services for people affected by cancer. This includes organisations who fundraise on our behalf.
- When we collect your personal information, we use strict procedures and security features to prevent unauthorised access. However, no data transmission over the Internet is 100% secure. As a result, while we try to protect your personal information, Dimbleby Cancer Care cannot guarantee the security of any information you transmit to us and you do so at your own risk.
- We will not share your data outside of the EEA

Links

- The Dimbleby Cancer Care website may include links to other sites, not owned or managed by us. We cannot be held responsible for the privacy of information collected by websites not managed by us.

If you're 16 or under

- If you're aged 16 or under, you must get your parent/guardian's permission before you provide any personal information on our websites.

Dealing with people in vulnerable circumstances

- We are committed to protecting vulnerable supporters as well as protecting the interests of people in vulnerable circumstances when fundraising for us. Please refer to our Safeguarding policy for more details.

Accessing and updating your personal information

- You can request access to any information we hold about you by contacting our Data Controller Officer at Dimpleby Cancer Care, 4th Floor Management Offices, Guys Hospital, London SE1 9RT or email the Data Controller Officer at info@dimplebycancercare.org or tel: 020 7188 7889. Equally, please let us know of any changes to your personal information.
- You can also let us know if you would no longer like to receive fundraising communications from us by emailing the Data Controller at info@dimplebycancercare.org or tel: 020 7188 7889 or writing to the Data Controller at the address above.

Changes to this policy

We may change our privacy policy from time to time so please check back periodically.

This Privacy Policy was last updated May 2018

