

Privacy notice – MacMillan East Ren Cancer Services

Who will process your information?

The personal information you give to us through any of our forms relating to use of MacMillan Cancer services and any other personal information we hold about you in this context will be processed by East Renfrewshire Culture and Leisure Ltd, St. John's, 18 Commercial Road, Barrhead, East Renfrewshire, G78 1AJ for the administration of the library service and associated activities.

East Renfrewshire Culture and Leisure is a charitable trust set up by East Renfrewshire Council in 2015 to manage and deliver its culture and leisure services.

Why do we process your information?

Your information is processed to help us manage the effective delivery of the MacMillan Cancer Information Service and the Move More programme. It is also used to ensure you have access to the correct information that is appropriate to you, that you are referred to the correct support agencies, and where you have opted in to receive marketing and promotional information we will contact you for this purpose.

Your information may also be shared with other services within the Trust and other organisations for the same purposes and also to

- check the information we have is accurate;
- prevent and/or detect crime;

Other organisations may include other councils, public sector agencies, government departments, regulatory and law enforcement bodies and other private companies or entities including MacMillan Cancer Support

What is the legal basis for us to process your information?

East Renfrewshire Culture and Leisure processes your information using your consent as the lawful basis for doing so.

The law gives certain types of information special significance because of its sensitivity e.g. health information. If we process this type of information about you in relation to MacMillan Cancer Support we do so on the basis that you have given your explicit consent under article 9(2) of the GDPR, section a) the data subject has given explicit consent to the processing of those personal data for one or more specified purposes, except where Union or Member State law provide that the prohibition referred to in paragraph 1 may not be lifted by the data subject

Do you have to provide your information?

Without the correct information we may be unable to support you effectively, ensure that you are signposted to the correct information or referred to the most appropriate support agency.

How do we collect information about you?

We obtain personal information about people

- directly from you, for example when you fill out an application form
- from other people who are connected with you in connection with a service to be or being provided to them

Such information includes:-

your name & contact details (including email and telephone numbers)

your age & date of birth

your health with regard to your cancer treatment and diagnosis

your ethnicity should you choose to complete that part of the form at time of registration

your preferred method of communication, including marketing opt-in.

your carers contact details (if supplied)

How long will we keep your information?

We are aware that we must not keep personal information longer than is necessary for our purposes. Sometimes, law sets down these time limits. In that case, we must comply with those specified time limits.

However, in most cases this relates to where we have a business need to keep the personal information although it may not be actively using the information. This usually depends upon whether anyone has continuing interest in (such as auditors) or rights to take action of any sort against we in relation to the reason why we was using the information

The Trust will hold your information for a period of 12 months following your initial contact after which the electronic file will be destroyed.

Who is your information shared with?

Your information will be accessed by Trust and council staff who need to do so to ensure the effective delivery of MacMillan Cancer Support Services

Your information may also be shared with other services within the Trust, other services within East Renfrewshire Council, other councils, public sector agencies, governmental departments and other private companies or entities such as MacMillan Cancer Support; Substance 2005 LTD.

The Trust also generally complies with requests for specific information from other regulatory and law enforcement bodies where this is necessary and appropriate.

Do we transfer your information outside the UK?

In general we do not transfer personal information outside the UK but on the rare occasions we do we will inform you.

We will only transfer information outside the UK when we are satisfied that the party that will handle the data and the country it is being processed in have adequate safeguards for personal privacy comparable to those which are in place in the UK.

Profiling and automated decision-making

The Trust does not use profiling or automated decision-making for administering library services or activities. Some processes are semi-automated but a human decision-maker will always be involved before any decision is reached in relation to you.

Your rights

You have the right to:

1. Be informed of the Trust's use of your information

This notice is intended to give you relevant information to meet this right.

2. Access personal data held about you
3. Request rectification of your personal data
4. Request that the council restricts processing of your personal data
5. Object to the processing of your data
6. Ask us to delete your information
7. Withdraw your consent if consent is the lawful basis for processing your data

Complaints

If you have an issue with the way the Trust handles your information or wish to exercise any of the above rights in respect of your information you can contact the Trust's data protection officer by post at:

The Data Protection Officer

East Renfrewshire Council

Council headquarters

Eastwood Park

Giffnock

G46 6UG

or by email at DPO@eastrenfrewshire.gov.uk

You have the right to complain directly to the Information Commissioner's office (ICO).

The address of their head office is: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5EF

Telephone: 0303 123 1113

Alternatively, you can report a concern via their website at www.ico.org.uk

The ICO also have a regional office at 45 Melville Street, Edinburgh EH3 7HI

Telephone: 0303 123 1115 e-mail: scotland@ico.org.uk

While you can go directly to the ICO, the Trust would welcome an opportunity to address any issues you have in the first instance.