Answer Cancer Full Privacy Notice

About Us

Answer Cancer is a programme of work, funded by NHS England, which is being delivered by a partnership of four organisations.

- Salford Community & Voluntary Services (Salford CVS)
- Voluntary Sector North West (VSNW)
- Uni Consulting, Unique Improvements LTD (UNI)
- BHA for Equality in Health & Social Care (BHA)

Salford CVS is the city-wide infrastructure organisation providing support for the voluntary, community and social enterprise sector (VCSE). Salford CVS are incorporated as a Company Limited by Guarantee (registration number 1948293) and registered as a Charity (registration number 519361). Salford CVS is registered with the Information Commissioner's Office (registration number Z6689753) and you can find out more about our work at www.salfordcvs.co.uk

VSNW is the regional voluntary sector network for the North West, whose purpose is to ensure that the voluntary, community and social enterprise sector, in all its diversity, takes its full part in shaping the future of the North West. VSNW is incorporated as a Company Limited by Guarantee (registration number 3988903) and registered as a Charity (registration number 1081654). VSNW is registered with the Information Commissioner's Office (registration number ZA271106) and you can find out more about our work at www.vsnw.org.uk

Unique Improvements is a not for profit organisation, working with disadvantaged communities to find local solutions to problems. Unique Improvements is incorporated as a Company (registration number 5622954) and trades as a Social Enterprise. Unique Improvements is registered with the Information Commissioner's Office (registration number Z2723331) and you can find out more about our work at www.uni.uk.net

BHA for Equality is a health and social care charity that exists to challenge health inequalities and support individuals, families and communities to improve their health and wellbeing. BHA for Equality is incorporated as a Company Limited by Guarantee (registration number 3818058) and registered as a Charity (registration number 1079727). BHA for Equality is registered with the Information Commissioner's Office (registration number ZA327535) and you can find out more about our work at www.thebha.org.uk

The Answer Cancer programme aims to provide a co-ordinated cancer screening prevention and screening awareness engagement programme across Greater Manchester. This will focus on priority areas and communities, using a diverse range of approaches and interventions using a community development and social movement approach.

What data do we collect?

Our work is to engage with community organisations, frontline staff, volunteers and the general public. This means we hold a range of personal data including:-

- personal information (such as name, address, date of birth, telephone number, email address, images, audio recordings, IP addresses)
- characteristics information (such as gender, age, ethnic group)
- information relating to your health (such as any support needs you need as well as information relating to your personal experiences)
- employment related information (such as who you work for, role)

How do we collect your information?

Answer Cancer collects your personal information from a range of contact points including paper-based forms, photographs, telephone, digital images, voice recordings and the Answer Cancer website. Each collection point contains a brief privacy notice relating to its specific use and signposting to this overall statement.

What do we do with your information?

The data we collect and how we use it depends on which of our services you have accessed. These sections will be made available to individuals when they sign up to use those services. Further details on each service can be accessed below or by clicking the link to the appropriate service.

1. Cancer Champions
2. Training and events
3. Salford CVS-administered grants programmes
4. Answer Cancer website
5. Research and monitoring
6. Photography
7. Audio / Video recordings
8. Volunteers
9. Evaluation

Lawful Processing

Data protection law requires us to rely on one or more lawful grounds to process your personal information; these will change, depending on the service you are accessing. We consider the following grounds to be relevant:

- Specific Consent: Where you have provided specific consent to us using your personal information in a certain way, such as to send you email or newsletter.
- Performance of a contract: To enable us to provide products or services to you such as training or receiving a grant.
- Legal obligation: Where necessary, so that we can comply with a legal or regulatory obligation to which we are subject.
- Vital interests: Where it is necessary to protect life or health (e.g. in the case of medical emergency suffered by an individual at one of our events) or a safeguarding issue that requires us to share your information with the emergency services.
- Legitimate interests: Where it is reasonably necessary to achieve our or others' legitimate interests (as long as what the information is used for is fair and does not duly impact your rights). Examples of this include:
  - Sending you specific related opportunities or information about e.g. events or new funding or training opportunities.
  - Letting you know about research we are conducting to help us improve our services or the lives of people in Greater Manchester.

When we legitimately process your personal information in this way, we consider and balance any potential impact on you (both positive and negative), and your rights under data protection laws. We will not use your personal information where our own interests are overridden by the impact on you, e.g., where use would be excessively intrusive (unless, for instance, we are otherwise required or permitted to by law).

When we use sensitive personal information, we require an additional legal basis to do so under data protection laws, so will either do so on the basis of your explicit consent or another route that is lawfully available (e.g., if we need to process it for social protection purposes, your vital interests, or, in some cases, if it is in the public interest for us to do so).

Who do we share your information with?

Answer Cancer will only share information with those that need to know it. Further information on who we share information with is within each service area.

We share anonymised statistical information and case studies with our funders and commissioners including NHS England – no personal individual can be identified from this data.

Personal information will only be shared with those that need to know it, within the Answer Cancer partnership in order to complete our service to you. Examples of this include sharing information about Cancer Champions or attending events.

Where your information is being shared, this will be clearly stated at the point of collection, whether that is a paper-based form, other data collection method, or through our website.

If you have any queries regarding whether your data is shared and the sharing processes we undertake please speak to the member of staff you are working with or alternatively contact Kirsten Blackwood by email: data@salfordcvs.co.uk

Additional Information sharing

Your information may also be shared with other people and organisations where the organisations are required by law to do so or with appropriate justification under the Data Protection Act (2018), e.g. where the disclosure is necessary to a public body or another organisation to exercise its statutory functions. An example of this includes where we have a duty of care such as a safeguarding concern.

Detection and prevention of fraud or crime

By law we are required to protect public funds that we are responsible for (e.g. our grants programme). This means we may also use any of the information you provide to prevent and detect fraud. This may involve sharing this information with organisations responsible for auditing or administering public funds including the local authority and NHS England.

When necessary and appropriate, information held will be shared with organisations such as the police, to prevent or detect crime, apprehend or prosecute offenders or prevent the risk of harm to an individual e.g. safeguarding.

What do we do to make sure your information is secure?

We take our obligations to look after your data very seriously. The information you provide will be subject to rigorous measures and procedures to make sure it cannot be seen, accessed or disclosed to anyone who should not see it.

All staff who can see your information will have undergone specific training around how to handle information properly and have to comply with Information technology and data protection policies and procedures. These set out how your information is protected.

Relevant paper-based information is processed only by the relevant members of the Answer Cancer partnership and kept securely within their offices. Additionally, we have self-assessed our IT systems and they meet the current requirements of the governments Cyber Essentials

Schemes. Access to your information is also password protected to unique staff accounts and access is limited by the role of the person. This means that if they are not the appropriate person they will not be able to see your information.

Transfer of data outside of the European Union

Answer Cancer partners are all based in the UK and the majority of your data will be held in the UK / EU. However, we do use data processors who may transfer your data outside of the European Union to support our delivery. All of these services comply with the EU-US and Swiss-US Privacy Shield Frameworks and we have appropriate contracts and data processing agreements in place.

Further information on our processors can be found here:-

- Hubspot - https://legal.hubspot.com/product-privacy-policy

Decisions using your data

We do not use any form of automatic decision making with your data. Any decisions about you and your involvement in the progamme is always made by a person.

How long will you hold onto my information?

Information has to be kept for different lengths of time that is often dictated either by law or funding terms and conditions. This can vary from a few months up to several years. Your information will be held for the minimum length of time that these various law and legal regulations state they must be held for.

The data collected by Answer Cancer will be held for seven years after the completion of the programme. This is to enable us to fulfil our contractual and legal requirements.

What are my rights of access to my information?

You have the right to ask for access to any of the personal information that Answer Cancer holds about you.

Your data rights

You have various data rights regarding the personal information that Answer Cancer holds about you. You can:

- ask for copies of your data
- raise concerns if you think your data is not being used or looked after in the right way
- make sure your data is accurate and up-to-date

Salford CVS are the accountable body for the programme of work; if you want to ask for this information please contact Salford CVS's data protection lead – Kirsten Blackwood via data@salfordcvs.co.uk

Your Right to Complain / Object

You have the right to complain if you feel that your information is not being used in the right way. To begin with, it may be better to speak with the member of staff that is working with you to talk through your concerns.

If you do not want to do this, details of our complaints procedure can be found here:

Alternatively, you can simply contact our data protection lead – Kirsten Blackwood via data@salfordcvs.co.uk / 0161 787 7795

If you are still not satisfied with your response from Salford CVS you also have the right to raise a complaint with the Information Commissioner's Office. For further details on this and your information rights please visit the Information Commissioner's Office website here.

Changes to policy

The Answer Cancer Partnership Board will review this statement on a regular basis and the updated document will be made available on our website.

What do we do with your information? (Services)

Training & Events

When you register to attend an event we will collect contact information; this may be on a booking form, over the telephone or on an online form.

Depending on the event we will collect information that will enable us to contact you with information relating to the event and ensure that any special needs are provided for. This will include:

- Your name
- Your address
- Your email address
- Your phone number
- Any access or mobility issues
- Any dietary requirements

Data will be used to communicate with you about the event you are booking on to. This will include sending confirmations, joining instructions and post event feedback requests such as training plans. You will also be contacted after the event as part of a follow up to support the programme evaluation. You will also be contacted about future training opportunities. Participation in these activities is voluntary and you can opt out of this at any time.

Your details will be shared in advance with the trainer / facilitator of the event to ensure the best possible course delivery.

We also produce statistical reports on our training and events programme using feedback and evaluation forms that are shared with key funders and partners including NHS England and training providers.

Your personal details will not be shared with funders, external organisations out of the Answer Champion partnership or for marketing or promotional purposes without your prior consent.

Any hard copy booking forms are securely disposed of once data has been transferred onto our database system. Data relating to our training and events programme is kept as per our retention period and is held for seven years after the completion of the programme. This is to enable us to fulfil our contractual and legal requirements.

Salford CVS Administered Grants Programmes

In order to apply for a grant via Salford CVS we are required to ask for key contact information. We appreciate that this may be on occasion personal information.

We require this information to provide this service and to meet our legal and contractual obligation as a funder. We will also use this information to communicate with you about your grant with us and related funding opportunities. How long we keep this information depends on our funder but this is usually for a minimum of seven years.

We will share information about your organisation and its activities with Answer Cancer partners and to the funder of the programme (NHS England).

We may share information about the organisation and the grant to be published online (on our website) and shared with 360 Giving. www.threesixtygiving.org No personal or contact information is shared through this process.

As part of our grants terms and conditions you are required to assist in the evaluation of the programme. A selection of applicants are selected annually to support this process. This means that if selected your contact details provided will be shared with the organisation commissioned to deliver the evaluation.

Answer Cancer Website

Like many organisations our website is a key tool in providing services to you and as a result it does process a range of personally-identifying information. In order to provide you with a positive experience and service. For further details of the information our website collects please visit our specific website privacy notice at: https://www.answercancergm.org.uk/cookies-and-privacy-policy/

Research and Monitoring

We will use the information you provide to:

- analyse statistical data so we can plan how we provide services;
- create anonymised data to help improve services and to be published in various reports that will also be publically available.
- create anonymised reports and case studies for our funder and commissioners to demonstrate effective delivery and to enable us to continue service delivery.

By anonymising the data that is used in this way it means that it will not contain any personal information. So you, your family or any individual person cannot be identified from this information.

As part of our work to evaluate the impact of Answer Cancer, we may use your details to contact you to follow up your experiences of Answer Cancer in more detail. Taking part in additional evaluation activity may include the following and more information about how we handle data as part of our evaluation activity is described later in this document:

- completing a survey
- taking part in a focus group
- taking part in a one to one interview with evaluation staff

Your involvement is entirely optional, and should you wish not to take part, or to withdraw involvement, you have this option. Your access to Answer Cancer services will not be affected.

Photography

Answer Cancer recognises that a photograph where an individual is uniquely identifiable is categorised as a “special category of personal data”. Photographic consent is collected during both event registration and event sign in processes. We also have processes are in place to ensure your photograph is not taken if you object / don’t want it to.

Photographs/video taken and any reproductions may be used by Answer Cancer for any advertising purposes or for the purposes of illustrating wording. The photographs/video may be used in promotional material including, but not limited to, promotional flyers, website, posters, social media and display boards, with any reasonable retouching or alteration. We will not use images for non-Answer Cancer purposes.

If you wish to withdraw your consent you may do so at any time by contacting Answer Cancer.

Photographs are removed from portable devices as soon as practicable and stored on the servers and IT systems and access is restricted to only relevant partnership staff and volunteers.

Audio / Video Recordings Answer Cancer will on occasion collect audio or video recordings to assist in the evaluation of the programme or to demonstrate delivery of the programme.

Audio is collected using mobile phones or small recording devices which are used in support of the evaluation process. This could be during a focus group, a face to face interview or during a telephone interview. This recording is then transcribed by either a secure transcription service or in-house by approved staff. Once the transcription has occurred, the voice recording will be deleted. Transcribed documents will be retained for the duration of the Answer Cancer Programme, whichever is longer.

Video is collected using either mobile phones or video enabled cameras. It is used in the demonstration of case studies and good news stories and is stored digitally on a secure server.

Any audio or video recording that have been collected for the purposes of evaluation will only be shared within the Answer Cancer partnership.

In specific instances, where consent has been given to share the audio/video for marketing or training purposes, this will be dealt with in the same way as for photographs.

Volunteers (including Cancer Champions)

When you register to become a Cancer Champion or volunteer we will collect contact information; this may be on a paper based form, over the telephone or on an online form.

We will collect information that will enable us to contact you with information relating to volunteering opportunities and to ensure that any special needs are provided for. This will include:

- Your name
- Your address
- Your email address
- Your phone number
- How you want to be involved in the programme
- Any support needs such as access or mobility issues

We will also keep records of your volunteering with the programme including events attended, number of hours' volunteers as well as any training or development opportunities you have been provided.

In addition to your data being used to communicate with you about your volunteering for Answer Cancer it may also be used to contact you about future training opportunities that may be relevant and also as part of the programmes evaluation. Participation in these activities is voluntary and you can opt out of this at any time.

We produce statistical reports on our programme including volunteer details that are shared with key funders and partners including NHS England and training providers. Your personal details will not be shared with funders, external organisations outside of the Answer Cancer partnership or for marketing or promotional purposes without your prior consent.

Any hard copy booking forms are securely disposed of once data has been transferred onto our database system. Data relating to our training and events programme is kept as per our retention period and is held for seven years after the completion of the programme. This is to enable us to fulfil our contractual and legal requirements.

Evaluation

- Evaluation is essential to ensure Answer Cancer is delivering a high quality programme that meets the needs of our clients and funders. We will only collect essential data to support the evaluation process. Due to the complex nature of the Answer Cancer programme, we need a flexible and inclusive approach to data collection which will include; paper-based forms
- electronic surveys
- focus groups
- digital recording
- face to face interviews
- participatory appraisal approaches

We need to demonstrate that our work focuses on the identified target groups and that our efforts are effective and have positive impact. To demonstrate this we collect information on demographics, protected characteristics and the views of service users/recipients across all elements of the programme. We also collect numerical data on numbers accessing services. We will only share anonymised results of evaluation within the Answer Cancer partnership and with the funders... Information has to be kept for different lengths of time that is often dictated either by law or funding terms and conditions. This can vary from a few months up to several years. Your information will be held for the minimum length of time that these various law and legal regulations state they must be held for.