

Support Privacy Notice

Data controller: Keeping Abreast
Data protection Lead: Trustee with HR responsibility

We collect and process small amounts of personal data relating to our support group population to manage that relationship with you. We are committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

What information do we collect?

We collect and process a range of information about you. This includes:

- your name, address and contact details, including email address and telephone number
- if required to offer further support, details of your diagnosis, treatment, and thoughts about possible surgery/procedures

We may collect this information in a variety of ways. For example, data might be collected through:

- your attendance at a support group or connected event
- correspondence direct from you to us via telephone, website or social media
- meetings or routine contact with you

Data will be stored in our support request or support group attendee database. These are stored electronically within our IT system and in our email system.

Why do we process personal data?

We process personal data to ensure that we achieve our aims and objectives of offering support to an individual before, during and after breast reconstruction surgery.

To fulfil a request of support via such procedures as;

- pairing you up with our volunteers who are other patients who have been through a similar treatment or diagnosis
- informing you of further support groups and support events
- sharing any other information that would benefit your decision making process or treatment

Who has access to data?

Your information may be shared internally to other members of the central services team and to the lead volunteer of the group nearest to you. It may also be shared with a registered volunteer who is trained to offer telephone or online support to an individual.

Rarely should we need to share your data with third parties in order to obtain advice regarding the support we offer.

Should support requests require further advice or assistance, these may be discussed with a relevant health professional.

How do we protect data?

We take the security of your data seriously. We have internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties.

Where we engage third parties to process personal data on our behalf, they do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

For how long do we keep data?

We will hold your personal data for the duration of your engagement with us as a support group attendee and this will be verified periodically.

In the event that you are involved in an accident or incident whilst attending our support events we may retain that data for 4 years and in certain circumstances that may have long term and significant consequences, ie, exposure to asbestos, we may keep your records for life.

Your rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require us to change incorrect or incomplete data;
- require us to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing; and
- object to the processing of your data where we are relying on our legitimate interests as the legal ground for processing.

If you would like to exercise any of these rights, please contact the Volunteer & Development Officer.

If you believe that we have not complied with your data protection rights, you can complain to the Information Commissioner.

What if you prefer not to provide your personal data to us?

You are within your rights not to provide us with your personal data however please be aware that this may prohibit us to offer the support required within our aims and objectives

Automated decision-making

Any decisions made about you as a support group attendee or individual requesting support are not based solely on automated decision-making.