Data Protection Policy and Privacy Notice

1. Introduction

Live Well with Cancer is committed to protecting and respecting the privacy of all individuals who engage with our charity. This includes beneficiaries, volunteers, facilitators, staff, trustees, donors, supporters, event attendees, and visitors to our website and social media platforms.

This policy explains how we collect, use, store, share, and protect personal information in accordance with:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Privacy and Electronic Communications Regulations (PECR)
- Charity Commission guidance

2. Data protection principles

We will ensure that personal data is:

- Processed lawfully, fairly and transparently.
- Collected only for specified and legitimate purposes.
- Adequate, relevant and limited to what is necessary.
- Accurate and kept up to date.
- Retained only for as long as necessary.
- Kept secure and confidential.
- Processed in accordance with individuals' rights.

3. Who this policy applies to

This policy applies to:

- Beneficiaries and service users
- Volunteers
- Facilitators
- Trustees

- Employees
- Donors and supporters
- Event attendees
- Contractors and suppliers

4. Information we collect

Depending on your relationship with the charity, we may collect:

Personal Information
- Name
- Address
- Telephone number
- Email address
- Date of birth
- Emergency contact details

Sensitive Information
Where necessary to provide support services, we may collect:
- Health information
- Medical conditions
- Wellbeing information
- Accessibility requirements

This information is only collected where necessary and handled with additional safeguards.

Other Information
- Volunteer records
- Employment records
- Donation history
- Event attendance records
- Communication preferences
- Website usage information

5. Why we collect information

We use personal information to:

- Deliver our charitable services
- Respond to enquiries and referrals
- Manage events and activities
- Recruit and support volunteers
- Manage employment relationships
- Process donations
- Communicate with supporters
- Meet legal and regulatory obligations
- Monitor and improve our services

6. Lawful basis for processing

We process personal data under one or more of the following lawful bases:

- Consent
- Contract
- Legal obligation
- Vital interests
- Legitimate interests
- Provision of health or social care services

Where special category data is processed, we will identify an additional lawful condition under UK GDPR.

7. Supporter communications and marketing

We would like to keep supporters informed about our work, events, fundraising activities, campaigns, services, and opportunities to support our charitable objectives.

We may contact individuals by:

- Email

- Telephone
- Text message
- Post
- Social media

Where permitted under PECR and UK GDPR, we may contact individuals who have:

- Donated to the charity
- Attended an event
- Used our services
- Volunteered with us
- Otherwise engaged with our charitable activities

Every marketing communication will include a clear option to opt out.

Individuals can withdraw consent or change their communication preferences at any time by contacting the charity.

We will never sell personal information to third parties.

8. Sharing information

We will only share personal information where:

- Consent has been given
- It is necessary to provide services
- We are legally required to do so
- There is a safeguarding concern
- It is required by regulators, auditors, insurers or professional advisers

Third parties processing information on our behalf must comply with data protection legislation.

9. Photography, video and social media

The charity may take photographs or videos during events and activities for promotional, educational and fundraising purposes.

Consent will be sought where required, particularly where identifiable images are used.

Individuals may withdraw consent for future use of images at any time.

10. Data security

We take appropriate technical and organisational measures to protect personal information. These include:

- Password-protected systems
- Secure cloud storage
- Restricted access to records
- Secure disposal of confidential information
- Staff and volunteer training

All staff, volunteers and trustees are expected to maintain confidentiality.

11. Data retention

Personal information will only be retained for as long as necessary to fulfil the purposes for which it was collected and to meet legal, regulatory and operational requirements.

Records will be securely deleted or destroyed when no longer required.

12. Individual rights

Under UK GDPR, individuals have the right to:

- Access their personal information
- Correct inaccurate information
- Request deletion of information
- Restrict processing
- Object to processing
- Withdraw consent

- Request transfer of data where applicable

Requests should be submitted to the charity's Data Protection Lead.

13. Data breaches

Any actual or suspected data breach must be reported immediately to the Designated Data Protection Lead. The charity will:

- Investigate all breaches
- Assess risks
- Take corrective action
- Record incidents

Where required, breaches will be reported to the Information Commissioner's Office (ICO) within the required timescales.

Where a breach represents a serious incident affecting beneficiaries, staff, volunteers, assets, operations or reputation, the charity will also consider its reporting obligations to the Charity Commission.

14. Complaints

If you have concerns about how your information is handled, please contact the charity in the first instance.
You also have the right to complain to the Information Commissioner's Office:

Information Commissioner's Office (ICO)
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Website: www.ico.org.uk

15. Contact details

Data Protection Lead: Anthony Nicholson

Live Well with Cancer
38 Nile Street
North Shields
NE29 0BB

info@livewellwithcancer.co.uk

07552966097

16. Policy review

This policy will be reviewed annually or sooner if there are significant changes in legislation, guidance, or charity operations.

17. Document details

Organisation: Live Well with Cancer

Version Number: 1.0

Policy owner: Chief Executive Officer/Board of Trustees

Date approved: 16th June 2026 (Replaces previous data protection policy)

Latest review: June 2026

Next review: May 2027

This policy will be reviewed annually or in response to updated regulations or guidance.