



Eist Cancer Support Centre Carlow, Company Limited by Guarantee ("Eist")
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Eist Privacy Notice

1. Introduction

Our mission is to provide emotional support and practical help to anyone affected by cancer, their families and friends. We aim to treat all our clients and their information with respect and confidentiality. We will be honest and ethical in all our dealings and conduct ourselves in a professional, responsible way always.

This Notice sets out how we capture, use and protect all types of personal data which Eist collects and stores. We also want you to be clear as to what rights you can invoke in respect to your information.

2. How do we collect your information?

Eist collects personal data in a number of different ways. We collect information about you when you give it to us directly. This might be when: you contract our service, register for support services, make a donation, volunteer with us, take part in an event, buy something from us, apply for a job.

We may also receive your personal information from third parties, for example; your next of kin, your family members, your GP or other health professionals who are contributing to your care. If you have taken part in an event, the organisers may give us your personal data such as registration and payment details. If you apply for a job or apply to volunteer with us we may receive personal data from the referees you have provided.

3. How do we use your information?

- We collect and store personal data in order to provide services for people affected by cancer.
- Cancer nurses may collect sensitive personal data about your health when you speak, email or send enquiries to them. They will use this information to answer your questions and give advice or support.
- We may also use this information for training, quality monitoring or evaluating the services we provide.
- We may also collect and retain your data if you send feedback about any of our services or make a complaint.

- To process payments fulfil online orders and confirm transactions for donating or purchasing online, or paying an event registration fee. We will use your information to complete your order and to follow up, where relevant or requested, by email, phone or post on any transactions and issue payment receipts.

4. Legal basis for processing

Eist's lawful basis for processing your personal data is as follows:

- Where you've given your consent for us to use your personal information in a certain way. For example, we'll ask for your consent to use your personal information to send you electronic direct marketing/fundraising, and we may ask for your explicit consent to share sensitive personal information with us.
- Where necessary so that we can comply with a legal obligation (for example, where we need to share your personal information with regulatory bodies which govern our work and services).
- Where necessary for the performance of a contract which we have with you or to take steps before entering a contract (for example, if you purchase something from us or apply to work for/volunteer with us).
- Where there is a legitimate interest in us doing so.

5. Who do we share your information with?

Eist may share your personal data with a number of third parties, where required. We will only do so if there is a genuine need in order to ensure the highest quality of service is provided to you. Anyone who receives this information is also bound by confidentiality and data protection legislation. In certain situations, we may have to disclose your personal information to other agencies, in accordance with legal requirements.

Eist may also share your personal data with a number of third party service providers who are acting on our behalf to provide a service to Eist. Eist will ensure that the appropriate contractual and security arrangements are in place with any third party providers.

6. Retention of Data

Eist is under legal obligation to keep certain data for a specified period of time. In general, if we no longer need your information for the reasons you gave it to us, we remove your personal information from our records seven years after the date it was collected.

7. Security and Storage of Data

Eist will take all reasonable steps to ensure that appropriate security measures are in place to protect the confidentiality of both electronic and manual data. Security measures will be reviewed from time to time, having regard to the technology available and the cost and the risk of unauthorised access.

Employees and volunteers are required to implement all organisational security policies and procedures, e.g. use of computer passwords, locking filing cabinets.

8. Your rights

Under the General Data Protection Regulation (GDPR) you have a number of rights with regard to your personal data. These are as follows:

8.1 Right of Access

You have a right to know what personal data we hold on you, why we hold the data, and how we are using the data. When submitting your request, please provide us with information to help us verify your identity and as much detail as possible to help us identify the information you wish to access (i.e. date range, subject of the request).

8.2 Right to Rectification

You have the right to request that the personal data held in relation to you is up to date and accurate. Where information is inaccurate or incomplete, we encourage you to contact us to have this information rectified. Upon receipt of your request, we will ensure that the personal data is rectified and as up to date as is reasonably possible.

8.3 Right to Erasure

You have the right to seek the erasure of personal data relating to you, however, restrictions may apply.

8.4 Right to Restriction

You have the right to ask us to restrict the processing of your personal information if there is disagreement about its accuracy or legitimate usage.

8.5 Right to Data Portability

You have the right to the provision of all personal data, which you provided to us, provided to you in a structured, commonly used and machine-readable format.

8.6 Right to Object

You have the right to object to the further use of your personal data in certain circumstances. Requests from patients to object to processing should be in writing and signed, however restrictions may apply.

8.7 Right to Lodge a Complaint

You have the right to lodge a complaint to the Data Protection Commission if you believe that we have not complied with the requirements of the GDPR with regard to your personal data.