

Lynda Jackson Macmillan Centre Privacy Policy

This Privacy Policy describes how the Lynda Jackson Macmillan Centre uses and protects information supplied by patients, carers, volunteers and staff. The organisation follows the requirements of the current legislation and regulations.

What we collect

Information supplied to us by patients, carers, visitors, volunteers and staff is to ensure they access the required support, information and services.

We collect information from you when you enquire and/or visit to access our support and information services. Further information about the Fundraising and marketing privacy policy is available upon request.

Information which we may collect includes name, date of birth, email address, postal address, telephone numbers and GP contact details. We will only collect the information we need to provide the support/information/service you want, or answer your query.

Please note that we may also collect sensitive personal data relating to your health if you are a user of our services and/or programmes providing support to individuals affected by cancer. Such sensitive personal data will only be used in accordance with East and North Herts NHS Trust Policy.

What we do with the information we gather

We will use your personal information for the purpose it was gathered, which may include any of the following:

- To provide you with support, information and services that you have requested.
- To deal with your enquiries and requests
- For administration purposes
- To further charitable aims including Fundraising

Please note that we will not pass on your personal information to third parties unless we are obliged to do so by law.

All information is held in accordance with the relevant LJMC team policy and East and North Herts NHS Trust Data Policies: Information Sharing Policy and Information and Security and Records Management Policy.

How do we process the information the information we receive?

Information provided is kept in accordance with the relevant LJMC team policy and East and North Herts NHS Trust Data Policies: Information Sharing Policy and Information and Security and Records Management Policy.

It may be processed electronically or in hardcopy.

All data and information is kept securely and accessed by the relevant personnel only.

Electronic records are kept secure on the East and North Herts NHS Trust / LJMC computer Drives.

Hard copy records are kept in line with the relevant LJMC Team policy.

Consent

Information is provided on all relevant service referral forms and activity registration forms so the individual completing a form is aware of why, and how their data is being collected, stored, managed and are aware of their rights.

Security

All data and information is kept securely and accessed by the relevant personnel only.

Electronic records are kept secure on the East and North Herts NHS Trust / LJMC computer Drives.

Hard copy records are kept in line with the relevant LJMC Team policy.

Controlling your personal information

All individuals providing data and information may request details of their personal information held by the Lynda Jackson Macmillan Centre.

Any individual, who believes their personal information held incorrectly, may contact the Lynda Jackson Macmillan Centre by telephoning 020 3826 2555 to request the matter is resolved. In the event of an unsatisfactory resolution they can contact the Trust Data Protection Officer.

The Data Protection Officer is Debbie Cutmore | Information Governance Manager | East & North Hertfordshire NHS Trust | Lister Hospital, Coreys Mill Lane, Stevenage Herts SG1 4AB | Trust Management Corridor (L66) |
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