



# ABOVE & BEYOND CANCER FOUNDATION

## Personal Support through Personal Experience

### GENERAL DATA PROTECTION REGULATION

#### POLICY DOCUMENT

In line with the new government guidelines (May 2018) please find below details outlining how we use the data we gather. As a charity we must take the responsibility of gathering and using personal data very seriously. As a cancer charity we collect information, only as a view to offer the best support and guidance for those that contact us. Information gathered by us SHOULD NEVER be passed onto a third party without the patients consent

**WHAT INFORMATION WE GATHER:** The charity is generally contacted by either 1) a telephone call or 2) by email. Primarily, it is the patient that contacts us, but occasionally it can be a loved one or health professional. Once the enquiry has been taken, the following data is gathered through conversation and is written in a notebook:

- Name
- Age
- Address/Location
- Marital Status / Children
- Contact details; telephone/email
- Type of Cancer / Stage of Cancer
- Date of Diagnosis / Prognosis
- Hospital where treatment is taking place
- Treatment Plan

Once the patient is happy to receive support from the charity, the following procedure is followed:-

- patient's details are input into the phone system (which is password protected)
- patient's data is passed to Karen Chin (charity Co-Founder) who will input data into the charity database (computer has facial recognition access). If this information is passed on via email, after the data has been placed on the database the original email is deleted.

**DATABASE:** As mentioned above the information gathered is placed on our database. Karen Chin is the person responsible for inputting the data into the database. The information is kept for approximately five years after initial contact, although this timescale is flexible as each person is dealt with on individual basis and according to their stage of the disease. The only information that is kept electronically is the contact details of the patient, type of cancer and source of referral, if known. No personal details regarding treatment etc. is kept electronically.

**WHY WE GATHER THIS INFORMATION:** The objective of the charity is to offer help and support to cancer patients and their loved ones. In order for us to do this to the best of our ability it is helpful for us to know this information so we can best utilise the resources we have to meet an individual's need.

**INFORMATION GATHERED AT PAMPER DAYS:** As a charity we hold and completely fund pamper days, approximately twice/three times a year. In order for these events to run smoothly for the therapists and patients/loved ones the following information is gathered

1. **Initial Correspondence & Preferred Treatment Options:**

WHY: To ascertain whether or not a patient and/or a loved one/caregiver would like to attend the Pamper Day event

WHO GATHERS THE DATA: Co-Founder Karen Chin, approximately one month before the event

DATA REQUIRED:

- Full Name of Patient and if attending Full Name of loved one/caregiver
- Email of Patient and if attending Full name of loved one/caregiver

WHAT HAPPENS TO THE DATA: Data is collected by Wufoo platform then put into the booking system. The original information is kept on Wufoo until after the event and then is deleted from the system.

2. **Medical Questionnaire:**

WHY: In order for the therapists to provide the best treatment possible, it is imperative that they are aware of conditions relating to their cancer. This is completed by the attendee either before or at the event itself.

WHO GATHERS THE DATA: Co-founder Karen Chin and the respective therapists that are treating the patient

DATA REQUIRED:

- Name
- Address
- Contact Details
- Date of Birth
- Medical History (allergies, operations, last chemotherapy etc)
- Type of Cancer
- Date Diagnosed
- Current Medications

WHAT HAPPENS TO THE DATA: The data is collected via Wufoo and is distributed to the designated therapist that is offering treatments to the patient, either before or at the event itself. After the event is finished the information will be deleted off Wufoo, however it will be kept electronically for seven years (in line with holistic/complimentary therapy guidelines)

WHERE IS THIS INFORMATION KEPT: Electronically on Karen Chin's Computer which is password protected

**OTHER DATA USES:**

**Holistic/Complimentary Therapies:** As a charity we fund holistic/complimentary treatments for patients and their loved ones. In order for this to happen, the patient's telephone number will be given to an appropriate therapist who will provide the appropriate treatment. This information is never passed onto any third party without their consent.

**Wyboston Lakes Resort, Wyboston (WBL):** The only instance where we are giving information to a third party is when we are booking a spa day/stayover package with the above resort. This is only done when a stay/experience has been agreed to by the patient and to make sure that the best possible experience is had by the patient.

- Name
- Address
- Contact Details (telephone numbers, email)
- Name of Loved One attending
- Type of Cancer
- Other information (this would cover any aspect that the patient would feel would be pertinent to their stay/treatment)

This data is then sent via email to the above resort. Booking details are then sent to the patient via WhatsApp or Email depending on patient's preference. Once the payment is made these details are then placed in our bank statement file for financial reference.

**CONSENT:**

Each new contact will be sent a copy of our Privacy Notice and in the forwarding email will be asked to look through the Notice and advise us of any data they do not wish us to store. If we get no response, then it is understood that they are giving us consent to use their data for the purposes outlined in the Notice.