



NICOLA CORRY SUPPORT FOUNDATION "Helping Families Cope with Cancer"

THE NICOLA CORRY SUPPORT FOUNDATION PRIVACY POLICY

The Nicola Corry Support Foundation is committed to protecting and respecting your privacy. This Privacy Policy sets out how we collect and use your personal information (this means any information that could identify you). This document will help you to understand our views and practices regarding your personal data and how we treat it.

A copy of our Privacy Policy can be found on the NCSF Website.

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1. Who are we?

The Nicola Corry Support Foundation (NCSF) is a Registered Charity whose main purpose is to help, where either parent, is suffering from cancer. We do this in a number of ways:

- Assist in the cost of childcare – nursery fees, breakfast and after school clubs
- Contribute towards transport costs for treatment
- Short breaks for families
- Additional expenses brought on by illness

Wherever possible childcare costs will be paid directly to the carer, who must be Ofsted registered. Our main area of operation is the South West of England but we do help families in other areas. Where funding restrictions demand we will give priority to families with young children living in the South West.

We are a registered charity - Charity No 1114679

If you have any questions regarding our Privacy Policy please contact us either by e-mail at info@ncsf.org.uk or by telephone on 0300 365 1715.

2. Who our Privacy Policy applies to

We include in the Privacy Policy personal information we process relating to individuals who are:

- Visiting and using our website
- Making any enquiry with us
- Donating
- Using our services
- Attending our events

3. What type of information we collect and how we use it

We want to use your information to ensure that we communicate with you in the way you chose, provide you with relevant information about accessing our services, making a donation or attending any of our events.

Personal Information

Personal information includes details such as your name, date of birth, email address, postal address, gender, telephone number, bank details as well as any information you provide in any communication with us. You will have given us this information when accessing our services, making an application for funds, using our website, making a donation, registering for an event or in other ways that you may engage with us. We will use this information primarily:

- To process your donation or other payments
- To provide the services or grants that you have requested
- To update you with relevant messages about your application
- To keep a record of your relationship with us.

If you do not provide the relevant information, we will not be able to process these actions.

Sensitive Personal Information

Data Protection law recognises that some categories of personal information are more sensitive than others. Sensitive Personal Information can include information such as a person's health, race, ethnic origin, sexual orientation or religious beliefs. When you provide us with any Sensitive Personal Information by completing an application form, we will treat this information with extra care and confidentiality and always in accordance with this Privacy Policy.

If you give us your specific consent we may use your story as a case study to highlight the work we do in order to raise awareness

4. How we collect your personal information

Data you provide:

Your personal data will include data you provide (or later amend), whether from: correspondence with you; verbally to us over the telephone or in person; by filling in any field or form on our website; by filling in any printed form we provide you with; by e-mail; from documents you provide us with; and from updates to any information you provide from time to time.

This includes when you: make an application for assistance; register or subscribe for any services; make a donation; register for an event; or make an enquiry for other services whether in person or by telephone, through our website or otherwise; send us your comments or suggestions; subscribe to any newsletter or other publication; or request information, including brochures.

Website

By visiting and using our website you or your computer may provide personal data.

This includes:

- Information which is automatically provided by your browser to our servers
- Information recorded on our web servers about your interaction with our website and pages viewed
- Information we capture or place on your computer or generate using cookies or other technologies on our website
- Information you input into forms and fields on our website.

5. Safety of your Information

We are committed to doing what we reasonably can to keep your personal data secure, and have put in place appropriate technical and organisational measures against unauthorised or unlawful processing of your personal data and against accidental loss or destruction of, or damage to, your personal data. We have accordingly implemented security policies, rules and technical measures with a view to achieving this.

Unfortunately the transmission of information using the internet is not completely secure. Although we do our best to protect your personal information sent to us this way we cannot guarantee the security of the data transmitted on our site. We recommend that you encrypt any sensitive personal information sent to us.

6. Sharing your information

The personal information we collect about you will mainly be used by our volunteers at NCSF, as well as our trusted service partners, so that they can support you. We do not sell or share your information, or web browsing activity, with other organisations.

7. How long we hold your information for

We only keep your personal information for as long as is reasonable and necessary for the relevant activity – this would generally be in the region of 12 to 24 months.

8. Your individual rights

You have various rights in respect of the personal information we hold about you, which are detailed below. If you wish to make use of any of these rights or make a complaint you can do so by contacting us by email at info@ncsf.org.uk or by telephone on 0300 365 1715.

Access to your personal information: You have the right to request access to a copy of the personal information that we hold about you, along with information on what personal information we use, why we use it, who we share it with and for how long we keep it. You can make a request for access free of charge. Please make all requests in writing and provide us with proof of identity.

Consent: If you have given us your consent to use personal information, you can withdraw your consent at any time.

Rectification: You can ask us to change any inaccurate or incomplete personal information held about you.

Erasure: You can ask us to delete your personal information where it is no longer necessary for us to use it, you have withdrawn consent, or where we have no lawful basis for keeping it.

Restriction: You can ask us to restrict the personal information we use about you, where you have asked for it to be erased or where you have objected to our use of it.