

CRT TOGETHER

How we handle your personal data and how you can see your personal information.

What personal data is captured throughout the CRT Together service?

Personal information is captured at different stages.

- **Enquiry/Referral (generally via website)** – name & contact details
- **Registration Form** – name, contact details, gender, ethnicity, GP practice, DOB, cancer, support needs and referral partner.
- **Participant Agreement** – name and signature.
- **Holistic Needs Assessment** – name, contact details, health data, physical/practical/family concerns, referral details and actions.
- **Publicity** – photos/videos and case studies maybe used.

Why we do we ask for this information?

- Contact details are obtained to ensure staff can easily contact you to provide support.
- GP details are requested in case we need to make a referral (with your consent).
- Type of cancer & stage is requested to assist in offering you the right support and for reporting purposes.
- Support needs are required to assist us in providing/recommending the right support.
- Information collated for holistic needs assessments is required to create your personalised care plan.
- Publicity photos and case studies are requested to publicise the impact we have had.

How do we use the personal information captured?

Any personal information captured is used to deliver and manage the service.

Information captured is stored on our client database (currently Joy App) & programme folder, Macmillan's holistic needs assessment tool (e-HNA) and if emailed may also be saved in Microsoft Outlook/Egress (Egress is used to securely send sensitive information).

In addition we use Legalesign to complete agreements and obtain signatures etc.

As part of the funding agreement we may contact you regarding publicity. Photos & case studies created maybe shared internally, on our website/social media accounts and with the media and our partners.

Who do we share your information with?

- Personal information will not be disclosed to any third party without your consent unless for the safety/wellbeing of yourself or others.
- Where activities are delivered/funded in partnership with external organisations we may share information with them. For a list please contact gdpr@coalfields-regen.org.uk

How long will we keep your personal information for?

Your information will be kept for at least 7 years or as the service is externally funded externally information will be kept as per the funder's requirements (e.g. Macmillan), whichever is longer.

Images (photos/videos) will be kept for 5 years and then destroyed but may be in publicity previously created.

Your right to access

You have the right to access information we hold about you. This information may be held in files, on computers or video recordings.

How you can get access

You can request access to your personal data by emailing gdpr@coalfields-regen.org.uk.

When you think a mistake has been made

If you realise that something, such as an address or email address, has been wrongly recorded it can easily be corrected. If you disagree with an opinion or version of events please tell us:

- what you disagree with; and
- your opinion or account of what happened.

This will be recorded and included in the records, together with the original entry.

What you cannot see

We will give you as much information as we can, however we have to protect other people's privacy. You will not be able to access personal information:

- about someone else unless they have agreed
- from another person who gave it in confidence, or where it's confidential to another person
- that might lead to a child or another person being harmed
- that may be concerned with crime, or is protected by legal professional privilege.

For further information please see the CRT privacy policy on our website.