



# MESOTHELIOMA UK

## G3 Privacy Policy v1.3

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Author of the change (Initials)	What's changed	Approved by (Initials)	Approved date	Version
FF	Updated third party section	FF	July 2021	v1.1
BC	Removal of 'cookies' information (creation of new 'cookie' policy) Amendments to wording	FF	Nov 21	v1.2
BC	Updated third party section Updated re: benefits advice	FF	Feb 22	v1.3
FF	Minor update to text 1.1. Include phone, email, mail and other electronic sources	FF	July 22	V1.4

## 1. Aim

1.1. This privacy policy is intended to inform you how we gather, define, and use personal information, such as your name, address, telephone number and email address, collected via the website, mail, phone calls, email or other electronic methods. All your personal information will be used in accordance with the Data Protection Act 1998.

## 2. How we collect information about you

- 2.1 We may collect information given to us directly by you when you request any information about us or our services, contact us for benefits advice, complete any forms on the website, become a volunteer, register for one of our events, phone our freephone number, email the information line, make a donation or purchase a product.
- 2.2 We may also collect information about you indirectly when you access our website including information about your computer, including where available your IP address, operating system and browser type, details of your visits to our website and the pages and resources that you access.
- 2.3 When you use our website, we collect your personal information using “cookies” and other tracking methods. There are more details on the cookies and tracking methods we use in our **cookie policy**.

## 3. What personal information we collect

- 3.1 We collect store and use the following kinds of personal information:
- 3.1.1 Your name
  - 3.1.2 Your contact details including postal address, e-mail address and telephone number.
  - 3.1.3 Whether you are a patient, a carer, a fundraiser, healthcare professional, or a family member
  - 3.1.4 If you contact the support line to speak to a nurse or benefits advisor, information necessary to assist you, which may include details about your medical history, as well as your current medical condition, whether you have armed forces service, details of your exposure to asbestos, your occupation, details of any civil claim you may have, details of any benefits you receive, your gender, date of birth and NI number
  - 3.1.5 Date of death and funeral information
  - 3.1.6 Details of any fundraising pages relating to Mesothelioma UK
  - 3.1.7 If you apply for a job with us, information necessary to process your application and access your suitability
  - 3.1.8 If you apply for research funding, information necessary to process your application
  - 3.1.9 Where you have left us a legacy, information on next of kin and solicitor details
  - 3.1.10 Information as to whether you are a taxpayer to enable us to claim Gift Aid
  - 3.1.11 Any other personal information you provide to us

## 4. Children's Data

4.1 We do not direct our Services to users under the age of 18. If you are a parent or guardian and you are aware that your child has provided us with personal data, please contact us at [info@mesothelioma.com](mailto:info@mesothelioma.com)

## 5. How we use your information

### 5.1 We will use your personal information to:

- 5.1.1 Answer any queries you have via the information helpline when speaking to a nurse or benefits advisor;
- 5.1.2 Provide personalised benefits advice;
- 5.1.3 Provide you with the services, products or information you asked for;
- 5.1.4 Administer your donation or support your fundraising, including processing Gift Aid;
- 5.1.5 Keep a record of your relationship with us;
- 5.1.6 Respond to or fulfil any requests, complaints or queries you make to us;
- 5.1.7 Understand how we can improve our services, products, or information by conducting analysis and market research;
- 5.1.8 Manage our events;
- 5.1.9 Further our charitable objectives;
- 5.1.10 Register, administer and personalise online accounts when you sign up to products we have developed;
- 5.1.11 Send you correspondence and communicate with you;
- 5.1.12 Process applications for funding and for administration of our role in the projects we fund;
- 5.1.13 Administer our websites and to troubleshoot, perform data analysis, research, generate statistics and surveys related to our technical systems;
- 5.1.14 Evaluating our technical systems to make sure they are working as expected;
- 5.1.15 Display content to you in a way appropriate to the device you are using (for example if you are viewing content on a mobile device or a computer);
- 5.1.16 Generate reports on our work, services, and events;
- 5.1.17 Safeguard our staff and volunteers;
- 5.1.18 Conduct due diligence and ethical screening;
- 5.1.19 Monitor website use to identify visitor location, guard against disruptive use, monitor website traffic and/or personalise information which is presented to you;
- 5.1.20 Process your application for a job or volunteering position;
- 5.1.21 Conduct training and quality control;
- 5.1.22 Audit and administer our accounts;
- 5.1.23 Meet our legal obligations, for instance to perform contracts between you and us, or our obligations to regulators, government and/or law enforcement bodies;
- 5.1.24 Carry out fraud prevention and money laundering checks;
- 5.1.25 Establish, defend, or enforce legal claims.

## 6. How we keep your information safe

- 6.1 Mesothelioma UK uses rigorous procedures in line with General Data Protection Requirements legislation to prevent unauthorised access to your information.
- 6.2 We have put in place appropriate technical, physical, and managerial procedures to safeguard and secure the information we collect about you.
- 6.3 Information transmitted via the personal information forms on this website is done via a secure mechanism that encrypts the data being transferred and is only readable to us the recipient.

6.4 We treat the security of your data very seriously. We have strict security standards, and all our staff and other people who process personal data on our behalf get regular training about how to keep information safe.

## 7. Third Parties

7.1 Mesothelioma UK will never collect personal information about you without your knowledge and will only use that information for a known reason.

7.2 Information provided will not be passed to outside organisations, agencies, or individuals, unless there is a legal requirement to do so, or we have asked for specific consent in order to:

7.2.1 provide individual advice

7.2.2 refer you to another service

7.2.3 ask you to participate in a research project

## 8. Retention

8.1 We aim to retain your personal information for only as long as it is necessary for us to do so for the purposes for which we are using it in line with our retention and disposal schedule.

## 9. Updating your information

9.1 Individuals have the right to request a copy of the information that is held by Mesothelioma UK. If you require a copy of your information, please email [info@mesothelioma.uk.com](mailto:info@mesothelioma.uk.com).

9.2 If you would like to update your information as you have moved address or other details have changed, please contact us either by emailing [info@mesothelioma.uk.com](mailto:info@mesothelioma.uk.com) or by freephone 0800 169 2409

[Your data protection rights | ICO](#) can be found here

## 10. What we will do in a breach

10.1 We have put in place procedures to deal with any suspected data security breach and will notify you and the regulator of a suspected breach where we are legally required to do so.

## 11. Changes to our privacy policy

11.1 Our Charity keeps its privacy policy under regular review and places any updates on the charity web page. This privacy policy was last updated on 2/2/2022.