

G3 Privacy Policy v1.8

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Original Author:	Faye Forde
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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 Include phone, email, mail and other electronic sources	FF	July 22	v1.4
BC	Addition of CCTV section	BC	August 22	v1.5
CM	Grammar Altered 3.1	CM	Sep 24	V1.6
CM	Addition of section 4 & 5	CM	Oct 25	V1.7
CM	Changed Section 1, 3, 13.1, 14, 7.2, 12, 13.1	CM	July 26	V1.8



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 is processed in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, the Privacy Act 2018, the Privacy and Electronic Communications Regulations (PECR), and other applicable data protection legislation.

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. Data Controller

3.1 Mesothelioma UK is the data controller responsible for the personal information collected and processed under the Privacy Policy.

3.2 If you have any questions about this Privacy Policy or our processing of your personal information, please contact

Email: info@mesothelioma.uk.com

Telephone: 0800 169 2409

Address: 235 Loughborough Road, Mountsorrel, Leicestershire LE12 7AS

4 What personal information we collect

4.1 We collect, store and use the following kinds of personal information:

- Your name
- Your contact details including postal address, email address and telephone number
- Whether you are a patient, a carer, a fundraiser, healthcare professional, or a family member



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

- Date of death and funeral information
- Details of any fundraising pages relating to Mesothelioma UK
- If you apply for a job with us, information necessary to process your application and access your suitability
- If you apply for research funding, information necessary to process your application
- Where you have left us a legacy, information on next of kin and solicitor details
- Information as to whether you are a taxpayer to enable us to claim Gift Aid
- If you attend our offices, we may store details such as licence plate and video footage, as we operate CCTV.
- Any other personal information you provide to us

5. Legal Basis for Processing

5.1, We process your personal data under the lawful bases set out in the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. The lawful basis we rely on will depend on the purpose of the processing:

- **Consent** – where you have given clear consent (for example, to receive marketing)
- **Contract**- where processing is necessary to enter or perform a contract with you.
- **Legal Obligation**- where we are required to comply with the law (for example, reporting Gift Aid to HMRC)
- **Vital Interests**- Where processing is necessary to protect someone's life, for example, safeguarding concerns.
- **Legitimate Interests**- where processing is necessary for our legitimate charitable interests.

6. Special Category Data

6.1 In the course of our work, we may collect information about your health, asbestos exposure, or other sensitive information. This is classed as special category data under the UK GDPR. We process this data only where we have a valid legal condition, such as:

- Your explicit consent
- Provision of health or social care services
- Safeguarding obligations
- Processing for reasons substantial public interest, including support for patients with mesothelioma.

7. Children's Data

7.1 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.uk.com

7.2 Please contact us immediately, if you believe we have processed a child's personal data improperly and are not satisfied with our response, you also have the right to complain to the Information Commissioner's Office (ICO)

8. How we will use your information

8.1 We will use your personal information to:

- Answer any queries you have via the information helpline when speaking to a nurse or benefits advisor.
- Provide personalised benefits advice.
- Provide you with the services, products or information you asked for;
- Administer your donation or support your fundraising, including processing Gift Aid.
- Keep a record of your relationship with us.
- Respond to or fulfil any requests, complaints or queries you make to us
- Understand how we can improve our services, products, or information by conducting analysis and market research
- Manage our events.
- Further our charitable objectives.
- Register, administer and personalise online accounts when you sign up to products we have developed.
- Send you correspondence and communicate with you;
- Process applications for funding and for administration of our role in the projects we fund.
- Administer our websites and to troubleshoot, perform data analysis, research, generate statistics and surveys related to our technical systems.
- Evaluating our technical systems to make sure they are working as expected.



- 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)
- Generate reports on our work, services, and events
- Safeguard our staff and volunteers.
- Conduct due diligence and ethical screening.
- Monitor website use to identify visitor location, guard against disruptive use, monitor website traffic and/or personalise information which is presented to you.
- Process your application for a job or volunteering position.
- Conduct training and quality control.
- Audit and administer our accounts.
- Meet our legal obligations, for instance to perform contracts between you and us, or our obligations to regulators, government and/or law enforcement bodies.
- Carry out fraud prevention and money laundering checks.
- Establish, defend, or enforce legal claims.

9. How we keep your information safe

9.1 Mesothelioma UK uses rigorous procedures in line with General Data Protection Requirements legislation to prevent unauthorised access to your information.

9.2 We have put in place appropriate technical, physical, and managerial procedures to safeguard and secure the information we collect about you.

9.3 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.

9.4 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.

10. CCTV

10.1 A CCTV system has been installed at the Mesothelioma UK Head Office in order to maintain security, deter, detect and prevent crime, vandalism and anti-social behaviour and to help provide a safe and secure environment for volunteers, staff, visitors and contractors.

10.2 The system will not be used to invade the privacy of any individual. Recorded footage will only be viewed following reports of an incident, or damage to the building or vehicles in the vicinity of the building.



10.3 The recording unit is password protected and locked in a secure cabinet inside a locked cupboard.

10.4 Day-to-day operational responsibility rests with the Operations Manager/CEO who hold the password to access the recordings.

10.5 No public access will be allowed to the camera images except for lawful, proper purposes with approval of the Operations Manager/CEO.

10.6 Requests from individuals requesting copies of their own images will be responded to in line with guidance from the Information Commissioner.

10.7 All camera recordings will be retained for up to 31 days, they will then be recorded over unless set aside as requested lawfully.

11. Third Parties

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

11.2 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:

provide individual advice

refer you to another service

ask you to participate in a research project

12.1 International Transfers

12.1 Some of our service providers may process personal information outside the United Kingdom. Where personal information is transferred internationally, we will ensure appropriate safeguards are in place to protect that information in accordance with UK data protection law.



13.

Retention

13.1 We retain personal information only for as long as necessary to fulfil the purposes for which it was collected, including satisfying legal, regulatory, financial, safeguarding and reporting obligations.

13.2 Retention periods are detailed with our Retention and Disposal Schedule

14. Your Data Protection Rights

14.1 Under UK data protection law, you have the right to:

- Request access to the personal information we hold about you
- Request correction of inaccurate or incomplete personal information.
- Request deletion of your personal information in certain circumstances.
- Request restriction of processing of your personal information.
- Object to our processing of your personal information.
- Request transfer of your personal information to another organisation where applicable.
- Withdraw consent at any time where we rely upon consent as our lawful basis for processing.
- Request information about any automated decision-making that affects you.

14.2 To exercise any of these rights, please contact us at info@mesothelioma.uk.com or call 0800 169 2409.

14.3 Your full data protection rights | ICO can be found here.

15. Data Protection Complaints

15.1 If you have any concerns about how Mesothelioma UK has collected, used, stored or shared your personal information, you have the right to make a data protection complaint.

15.2 Complaints may be made directly to Mesothelioma UK using any of the following methods

- Email: info@mesothelioma.uk.com
- Telephone: 0800 169 2409
- Post: 235 Loughborough Road, Mountsorrel, Leicestershire, LE12 7AS
- Online Complaint Form: [Complaint Form](#)

15.3 We will acknowledge receipt of your complaint within 30 days and investigate the matter without undue delay. We will keep you informed of progress and notify you of the outcome as soon as reasonably possible.

15.4 To protect personal information, we may ask for information to verify your identity before responding to a complaint or request,

15.5 If you remain dissatisfied, or you do not wish to complain directly to us, you have the right to raise your concern with the Information Commissioner's Office (ICO). Information on how to complain to the ICO can be found at

- <https://ico.org.uk/make-a-complaint/>
- ICO Helpline: 0303 123 1113

16. What we will do in a breach

16.1 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.

17. Changes to our privacy policy

17.1 Our Charity keeps its privacy policy under regular review and places any updates on the charity web page.