



Privacy Statement –LARCC Cancer Support Centre

At LARCC we have focused on implementing the practices of Fairness, Transparency and Accountability to protect your privacy. We respect your trust in us, to use, store and share your personal information. In this Privacy Statement we explain how we collect personal information about you, how we use it and how you can communicate with us, regarding the use of your data.

All personal information we collect about you will be processed in accordance with the EU General Data Protection Regulation (EU GDPR).

Who we are

LARCC, established in 2002, has a core mission to provide an appropriate range of professional support services to cancer patients and their family members. Services provided free of charge include one to one Counselling, relaxing Therapies, Nurse support, Telephone support, Bereavement support groups. Other group classes / programmes include Gentle Yoga, Meditation & Mindfulness, Relaxation through Art Therapy and Survivorship Programmes. Specialist services include Children's Play Therapy, Breast Care Service and Manual Lymph Drainage Treatment (MLD). LARCC is the only residential cancer support service in the Country offering a range of bespoke residential programmes helping people who are going through a cancer diagnosis.

How we collect information about you

To use your personal information lawfully, as demanded by the EU General Data Protection Regulation we rely on one of more of the following legal bases, **Consent, Explicit Consent, Contractual necessity, Legal Obligation, Legitimate Interests, Public Interest, Vital Interests.**

When you browse our website www.cancersupport.ie we may ask for personal information (such as your name, email address). We may also collect information about you when you are on the internet such as the website you came from, IP address, domain types, (i.e. co.uk and.com), your browser type the country where your internet service provider is located, the pages of our site that were viewed during your visit and search terms that you used. This information is only used for our own research and to improve our service to you.

Our website uses "Cookie" technology. A cookie is a little piece of text that the server places on your device when you visit our website. They help us make the site work better for you. We also use Google Analytics to monitor how often you visit our site and general website traffic. We also collect your personal information through social media platforms such as Facebook and Twitter. Personal information is also collected through our online donation platform iDonate, when you sign up for our newsletter and when you make a purchase through our online shop. When you register as a Volunteer with LARCC your personal information will be collected, name, address, email address, telephone contact detail.

How we use your personal information

We take your privacy extremely seriously and we will only use your personal information to provide our services to you in accordance with our contractual and legal obligations and to provide the products and services you have requested from us. We will also use your personal data to process and dispatch online/faxed/emailed and direct phone in orders, and to respond to patient services enquiries.

When you sign up to receive our newsletter we will process your personal information to keep you informed of forthcoming events. When you donate to LARCC via iDonate your personal information will be retained when we receive your consent to do so.

Source of Collection

We collect your personal information when you personally provide the information to us.

As a new client we will collect your personal information on your first visit to the centre for your initial consultation. If you make a booking for a residential stay, pamper day, or complete any of our registration forms for classes / group programmes we will collect your personal information.

By visiting and browsing our website we will collect your personal data as we will also when you visit us personally or speak to us by phone, email or write to us, or when you complete an online enquiry. We also use social media platforms, Facebook, Twitter which may collect personal data. If you join any of our Forums such as the Lazarus Forum personal information is also collected. Google Analytics is incorporated into our website which enables us to track the numbers of visitors to our website. When you make a purchase through our on-line shop or make a donation on iDonate personal information will also be collected.

If you are a LARCC Volunteer we will collect personal information pertaining to your name, address, email address, telephone contact detail.

As a patient or family support member of LARCC the personal information we collect encompasses, your name, address, email address, landline and mobile numbers, health detail, next of kin, medical history, GP etc. - this is not an exhaustive list but is the basis of what we primarily gather about you.

When we receive Consent from our Benefactors personal information is retained for a limited period in our associated data base, this data is not processed for secondary purposes.

Your personal information will also be collected by LARCC when we receive referrals from our working partners such as Oncologists, General Practitioners, Hospitals. This is not an exhaustive list but is the basis of what we primarily gather about you.

By registering to take part in any of our events, (for example the LARCC annual 5K walk) you will be asked for your consent in providing us with your personal information, name, email address, phone contact detail.

Sharing of Personal information

To enable us to supply our services to you it will on occasions be necessary for us to engage the services of our Third Party Working Partners such as General Practitioners, Oncologists, Hospitals, Couriers. Prior to engaging with such Organisations, we will ensure that they, like LARCC have implemented all appropriate safeguards to ensure protection of your personal information. It will also be necessary for us to share your personal information where we identify a legal or regulatory obligation to do so. If we are requested by a regulatory body to share your personal information we will respond to this request accordingly.

How long we keep your information

We will only hold your personal information for as long as is necessary to enable us to provide the range of services to you. We will also retain your personal information to meet our legal and regulatory obligations.

How we keep your information safe

At LARCC we are committed to the protection and security of your personal information. We use a variety of security technologies and procedures to protect your personal information from unauthorised access, use or disclosure. Our technical security measures range from encryption, to top of the range firewalls and antivirus software and SSL Certification. In addition we limit access to your personal information to employees with business needs to access this data. We implement stringent staff access rights in all of our processes and all employees and volunteers are the subject of confidentiality clauses.

As effective as security practices are, no physical or electronic system is entirely secure. We cannot guarantee the complete security of our data base or can we guarantee that information that you provide will not be intercepted while being transmitted to us over the internet. We have implemented strict internal guidelines to ensure that your privacy is safeguarded at every level of our organisation. We will continue to revise policies and procedures and review systems, and we will implement additional security features as new technologies become available.

When you contact us to ask about your personal information we will ask you to identify yourself, this is to help protect your personal information.

Links to other sites

Our site may, from time to time contain links to and from other websites. If you follow a link to any of those websites, please note that those websites have their own privacy policies and that we do not accept any responsibility or liability for those policies. Please check those policies before you submit any personal data to those websites.

Transferring your personal information outside the EU

We will not transfer your personal information out of the European Union without your consent.

Your Personal Rights

You have the following rights under the EU GDPR, in certain circumstances and subject to certain exemptions, in relation to your personal data.

Right of Access: You have the right to request a copy of the personal data that we hold about you, together with other information about our processing of that personal data.

Right to Rectification: You have the right to request that any inaccurate data that is held about you is corrected or if we have incomplete information you may request that we update the information such that it is complete.

Right to Erasure: You have the right to request us to delete personal data that we hold about you. This is sometimes known as the right to be forgotten.

Right to restriction of processing or to object: you have the right to request that we no longer process your personal data for particular purposes, or to object to our processing of your personal data for particular purposes.

Right to Data Portability: You have the right to request us to provide you, or a third party, with a copy of your personal information in a structured, commonly used machine-readable format.

If we are processing personal information based on your consent, explicit consent, you may withdraw that consent at any time. This does not affect the lawfulness of processing which took place prior to its withdrawal.

Making a complaint

If you wish to make a complaint about the use of your personal information, please be assured that all complaints received will be fully investigated.

You can forward your complaint by email to dataprotection@cancersupport.ie

Complaints forwarded by post should be addressed to, The Data Protection Officer, LARCC, Coole Rd, Multyfarnham, Mullingar, Co Westmeath.

Changes to this Privacy Statement

We will make changes to this Privacy Statement from time to time, particularly when we change how we use your personal information and change our products. If we make any change we will post those changes here so that you can see what information we gather, how we might use that information and in what circumstances we may disclose it. By continuing to use our site after we post such changes, you accept and agree to the privacy statement as modified.