

<b>Document Title</b>		<b>Privacy Statement</b>	
<b>Document Version</b>		V2 (replacing previous privacy policy)	
<b>Author</b>		Ian Boyd	
<b>Date of original version</b>		07/01/25	
<b>Board sign off</b>			
<b>Date to review</b>		Jan 2027	
<b>Linked documents</b> (which may need to be changed if this document changes)		Data protection Policy and confidentiality policy. Current version published on website.	
<b>External influencers</b>		GDPR and data protection legislation	
<b>Version</b> (1.1 for minor changes, 2 for rewrite)	<b>Changes Made</b> (update ID in footer when changes made)	<b>Changes made by:</b>	<b>Date board approval</b>
1.1			

## **Self Help UK Privacy Statement**

Self Help UK (SHUK) collects details about people using our services in order to provide them with the support they require. We are committed to ensuring the safeguarding of the information provided to us and issue this statement to ensure transparency.

### **The type of personal information we collect**

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics of clients who wish to receive support from Self Help UK – either as part of a Peer Support Group (PSG), or as a client of one of our delivered services/projects, which may include some or all of the following:
  - o Name, address, contact phone number and email address
  - o Next of kin details
  - o Age, gender, ethnicity, sexuality, disability
  - o NHS number and cancer diagnosis (appropriate cancer service only)
  - o Notes about the contact we have had with you and the support we have provided you with.

### **How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you, for one of the following reasons:

- To provide a support service to you
- To provide you with information and/or newsletters
- To enable us to notify someone in the case of emergency
- To enable appropriate communication with NHS staff where required.
- To support matching of service users and volunteers where age, gender, ethnic background, language, sexuality or location is of importance.

We also receive personal information indirectly, from the following sources in the following scenarios:

- Referring agencies into our specific cancer services. We check that the referrer also has permission to share your personal information.

Identifiable information held by SHUK will only be shared with a third party with express permission of the individual unless relating to criminal activity or a medical emergency.

With permission, personal information may be shared with volunteers who will be supporting you, health or social care organisations or other services where you have agreed for a referral to be made.

Your information may also be collected and analysed by SHUK for purposes of service improvement, providing evidence to funding organisations or sharing with organisations for the improvement of cancer services locally and nationally. All data used for these purposes is provided anonymously and cannot be traced back to any individual. (e.g. how many people from different ethnic backgrounds we have supported in a year)

**Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:**

Your consent. You are able to remove your consent at any time. You can do this by contacting Self Help UK – **0115 9111662** or the Information Officer directly – [admin@selfhelp.org.uk](mailto:admin@selfhelp.org.uk)

**How we store your personal information**

Your information is securely stored on a designated Self Help UK section of Lamplight, a database which can only be accessed by employees of Self Help UK using individual log in names and passwords. We keep all records relating to individuals we have supported for up to 7 years

We will then dispose your information by deleting your records from the database. Data relating to your personal characteristics will still be stored in anonymous format within our secure server.

**Your data protection rights**

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at the contact details below if you wish to make a request.

### **Our contact details**

Name: Self Help UK

Address: 21-23 Pelham Road. Nottingham NG5 1AP

Phone Number: 0115 9111662

E-mail: [admin@selfhelp.org.uk](mailto:admin@selfhelp.org.uk)

### **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us by contacting the Data Protection Lead:

[admin@selfhelp.org.uk](mailto:admin@selfhelp.org.uk)

0115 9111662

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>