

You can see our ([general privacy notice](#)) and ([privacy statement](#)) on our website for further details on how we collect, use, share and store personal information along with information about your rights.

**Specific processing purposes and legal basis, etc:** Cancer Information and Support Provision



**(controller) who we are:**

Glasgow Life, the operating name of Culture and Sport Glasgow, is the controller of personal information collected or obtained by us that is necessary for our processing purposes. See [contact us](#) for details of our data protection officer.



**Specific (categories or types) of personal information we collect:**

We collect and process the following categories or types of personal information when you provide it directly to us in person, by telephone, email, or by other communications with us, or when you have been referred to our service via a third party organisation involved in your care and support:

- Name, Address and Contact Details
- Cancer Diagnosis where relevant
- Demographic data including Age, Gender, Disability, and Ethnic Group.
- Postcode

We may receive personal information through a referral from the following categories of organisations you may have engaged with:

- Health or Social Care Providers (e.g. NHS Mental Health or Clinical Services, GP practices)
- Third Sector Organisations (e.g. Cancer Support Scotland, Macmillan funded partnership services, Beatson Cancer Charity)
- Housing Associations or Housing Support Services
- Glasgow City Council Health and Social Care Partnership
- Macmillan Improving the Cancer Journey (Glasgow City Council)
- Long Term Conditions and Macmillan Service (Glasgow City Council)
- Other organisations that you may have engaged with for support.



**Specific (purposes) why do we need your personal information and what do we do with it?**

- You are giving us your personal information as this is necessary to allow us to provide you with information and support relevant to your cancer experience; and to refer you on to other relevant support providers that have been identified through your interaction with our service.
- You are giving us demographic data about yourself as this is necessary for us to monitor and evaluate the reach and use of our service to ensure we are meeting the needs of the people of Glasgow. This information (which is anonymised so it cannot identify you) also helps us identify specific groups that are not using our services so that we can better target our marketing and communications to ensure everyone affected by cancer is aware of our service offer.
- You are giving us your postcode as this is necessary to help us monitor the service uptake from different areas of Glasgow and beyond, allowing us to target our engagement to areas we are not reaching and measure our impact on the different Scottish Index of Multiple Deprivation areas within Glasgow. Scottish Index of Multiple Deprivation (SIMD) is a tool for identifying the places in Scotland where people are experiencing disadvantage across different aspects of their lives.

- We also use your information to verify your identity where required, contact you by post, email or telephone and to maintain our records. We also process your personal data if you take part in a survey or provide feedback on the service you have received.



### Specific (**sharing**) who do we share your information with?

- We may need to share your information with other public, regulatory or law enforcement bodies where required or permitted by law or for fraud detection and prevention.
- Your information is also analysed internally to help us improve our services. This data sharing is in accordance with our Information Use and Privacy Policy and covered in our full privacy statement on our website.
- If you have mandated a third party to act on your behalf, on the basis of your consent, e.g. a solicitor or a carer

Specifically:

With your permission and depending on your individual circumstances we share your information with the organisations you have identified through your interaction with us as organisations you would benefit from being referred to for further support. You will be told about information exchanges with these support providers as part of our ongoing dialogue with you; we only share information relating to you with partner agencies who are (or will be) directly involved in your care and support. These organisations may include a referral to:

- Long Terms Conditions and Macmillan Service (Glasgow City Council )
- Improving Cancer Journey (Glasgow City Council)
- Cancer Support Scotland for Counselling or Complimentary Therapies
- Move More (provided by Glasgow Sport)
- Other Macmillan funded organisations
- Beatson Cancer Charity
- Carers Centres

Additionally:

To provide the service to you, we need to use other organisations as processors to provide the systems we use and services we provide. We put legal safeguards in place to ensure these processors only act on our written instructions and don't use your information for their own purposes.



### (**monitoring**) and statistical research:

Some information is analysed after collection and during use to provide anonymised statistical information to help improve services, monitor equality and other similar purposes. This is carried out with safeguards in accordance with our Information Use and Privacy Policy.



### (**other persons**) information you have given us:

If you have provided anyone else's details on a form, please make sure that you have told them that you have given their information to Glasgow Life and how they can **contact us** if they require any information on why we need to use it or how they can exercise their rights.



### **(children):**

Depending on age requirements or the nature of service requested, where it is necessary to process a child's personal information on the basis of consent, we may need the consent of the person with parental responsibility for the child. This will be specified on the form if applicable.



### **Specific (international transfers) if any apply**

No personal information or data gathered is shared outside of the UK.



### **Specific (legal basis) for using your information:**

We rely on the following legal bases for processing your personal information:

- Necessary for the performance of a task carried out in the public interest by Glasgow Life.
- Where you provide us with more sensitive personal information (special categories data, e.g. health or ethnicity) about you we will process this information for reasons of substantial public interest as set out in the Data Protection Act 2018 or with your explicit consent where this is more appropriate to do so (you can withdraw your consent at any time).

Some of the above legal bases for processing will overlap and there may be several grounds which justify our use of your personal information.



### **(your rights) under data protection law:**

**Access to your information:** you have the right to request a copy of the personal information about you that we hold.

**Correcting your information:** we want to make sure that your personal information is accurate, complete and up to date and you may ask us to correct any personal information about you that you believe does not meet these standards.

**Deletion of your information:** you have the right to ask us to delete personal information about you where:

- (i) you consider that we no longer require the information for the purposes for which it was obtained;
- (ii) you have validly objected to our use of your personal information – see *Objecting to how we may use your information* below; and/or where
- (iii) our use of your personal information is contrary to law or our other legal obligations.

**Objecting to how we may use your information:** You have the right at any time to require us to stop using your personal information for direct marketing purposes.

**Restricting how we may use your information:** in some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information about you that we hold or assessing the validity of any objection you have made to our use of your information. The right might also apply if we no longer have a basis for using your personal information but you don't want us to delete the data. Where this right is validly exercised, we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

**Withdraw your consent at any time** for any further processing of your personal data where the legal basis we use is based on consent.

**Seek redress**, either through the ICO, or through the courts.

You can see a summary of how **your rights** are implemented for each **legal basis** used at: <https://www.glasgowlife.org.uk/privacy-rights>.

Please see **contact us** if you wish to exercise any of these rights.



**(storage) how we store your personal information:**

Your information is stored securely in our facilities or systems. We will keep your personal information for 6 months after which time we will securely delete your information.

We only keep your personal information for the minimum period necessary. Sometimes this time period is set out in law, but in most cases it is based on business need. We maintain a records retention schedule which sets out how long we hold different types of information. You can view this on our website at [www.glasgowlife.org.uk/rrs](http://www.glasgowlife.org.uk/rrs) or you can request a hard copy.



**(more information):**

You can find more details for the Macmillan Cancer Information and Support Services provided by Glasgow Life at: <https://www.glasgowlife.org.uk/macmillan> and more information about how we handle your personal information at: <https://www.glasgowlife.org.uk/privacy>. If you need help in another format e.g. large print, braille or audio, please ask a member of staff, contact us or visit: <https://www.glasgowlife.org.uk/accessibility>



**(contact us):**

You can contact our data protection officer about any data protection matter by post at this address: c/o Data Protection, GCC, City Chambers, George Square, Glasgow G2 1DU, United Kingdom; by email at: [dataprotection@glasgow.gov.uk](mailto:dataprotection@glasgow.gov.uk); and by telephone on: 0141 287 1055.