

# Privacy



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Overview of changes	

Wessex Cancer Support is a charity registered in England, with a registered charity number England & Wales (1110216). Wessex Cancer Support's registered office is at 91-95 Winchester Road, Chandler's Ford, Eastleigh, SO53 2GG.

Here at Wessex Cancer Support we take your data protection seriously, and this Privacy Policy is designed to explain how we use any personal information we collect about you when you use this website. Any data we hold will be held in compliance with UK Data Protection legislation, the EU General Data Protection Regulation and with all other laws concerning the protection of personal information, including the Privacy & Electronic Communications (EC Directive) Regulations 2003. We may update this policy from time to time, so please ensure you regularly check back to review it.

## What information do we collect about you?

When you visit our website, we collect information about you that you provide to us when you:

- submit an enquiry via one of our webforms or by sending us an email
- email us to get involved in our work, or register for an event, or make a donation
- send us a job application

You may also provide personal information to us in other ways, such as over the phone, or by engaging with Wessex Cancer Support via social media.

All of this information is provided directly by you. If you decide not to provide relevant information, this may hinder our ability to respond to your visit to our website efficiently and may mean that we will not be able take any further action to support your enquiry.

We also collect information about your use of our site through the use of cookies.

## How will we use the information we collect?

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The data provided by you will be processed for legitimate business and/or contractual reasons:

- to respond to your enquiry or provide the services that you have requested
- to process your job/volunteer application
- to send you information that you request from us relating to our products and services

By signing up to our email newsletter, you are providing your consent for us to communicate with you in this way. You are able to opt out of these communications at any time. If you no longer wish to be contacted you can let us know by emailing [wcs@wessexcancer.org.uk](mailto:wcs@wessexcancer.org.uk)

We may also use your site usage information to improve our website, understand how you use our site, and provide more relevant content to you.

We occasionally use third party companies to process data on our behalf – for example, to help us better understand who our supporters are, or to evaluate the effectiveness of our services. We also use third parties to process donations, event bookings and monthly direct debits.

If/when we do share our data for these purposes, the data remains our property at all times – these “data processors” act only under our instructions and are not permitted to use your information for their own purposes. We check carefully that our third party suppliers are as compliant with data protection law and regulations as we are. When we outsource the processing of your information to third parties or provide your information to third party service providers, we oblige those third parties to protect your information with appropriate security measures and prohibit them from using your information for their own purposes or from disclosing your information to others.

We never sell your data to any third parties, and you will not receive offers or communications from other companies or organisations as a result of giving your details to us.

We do not send your personal data outside the EEA.

We will store your data only as long as is required to process your enquiry or provide the services that you have requested.

Wessex Cancer Support does not base any decisions about the personal data you have provided solely on automated decision-making.

### **Your rights in relation to your personal data**

Under certain circumstances, by law you have the right to:

- Request access to your personal data.
- Request correction of incomplete or inaccurate personal data we hold about you.
- Request erasure of your personal data.
- Object to processing of your personal data.
- Request the restriction of processing of your personal data.

- Withdraw your consent to the processing of your personal data

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information that is inaccurate, and you have the right to request to be forgotten by us. You also have the right to request a copy of the information that we hold about you. To exercise any of your rights please contact us in writing to our Head Office at the details above.

## **Cookies**

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. For further information visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

## **Other websites**

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

## **Changes to our privacy policy**

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 4 April 2023.

## **How to contact us**

Please contact our data protection officer at the address below if you have any questions about our privacy policy or information, we hold about you.

Wessex Cancer Support,  
91-95 Winchester Road, Chandler's Ford, Eastleigh, SO53 2GG  
Telephone: 023 8067 2200  
Email: [wcs@wessexcancer.org.uk](mailto:wcs@wessexcancer.org.uk)

If you have any concerns or comments about how we use information, we would like to hear from you. Alternatively, you may contact the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues for guidance and advice, or to lodge a complaint. The ICO may be contacted at:

Online: [www.ico.org.uk](http://www.ico.org.uk)  
Post: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF  
Telephone: 0303 123 1113 (local rate) or 01625 545745 (national rate)