

Data protection and confidentiality

A comprehensive Lymphoma Action data protection policy is available. Please ask your staff contact.

As set out in our Volunteer and Confidentiality agreement you have signed, Lymphoma Action has a legal responsibility to protect all information given to us by individuals and organisations as per the General Data Protection Regulations (GDPR). Personal data covers any information that could identify an individual person and any special categories of personal information about them, including their health.

Volunteers are ‘authorised persons’ of the charity who can process personal data as required by your role and are protected by the charity’s liability, so long as you comply with Lymphoma Action’s data protection policies and procedures, as instructed.

As a volunteer with Lymphoma Action, you may have access to or be given personal details of other people. You will often be volunteering with people who are affected by lymphoma, so you are certain to hear or be told details of other people’s health. These must all be treated as confidential, be stored and used securely as per the requirement of your role which will be outlined to you during your induction. These must also not be given or spoken to anyone who is **not** another authorised person (staff or volunteer) with Lymphoma Action. Once the need to have this information is no longer relevant, for example you’ve passed their details to your staff contact, please securely dispose. If in doubt, seek advice from your staff contact.

Personal and confidential information should not be discussed outside of the charity and must not be used for your own purposes. Your duty of confidentiality continues after your volunteer involvement with the charity has ended. If you think you have breached data protection policies or someone’s confidentiality, even accidentally, you must inform your staff contact as soon as possible.

You will be provided with further information about GDPR and your responsibilities during your induction.

Your personal data

All the information you have provided during the volunteer recruitment process have been added to the Lymphoma Action database and will be used to communicate with you about your volunteering. If you decide to stop volunteering with us, either in this role or all volunteer roles, your personal volunteering information will be archived and we will not contact you again about volunteering, unless you’ve opted in to hear from Lymphoma Action.

Frequently Asked Questions

GDPR gives people greater rights to decide who holds their information and how it is used, as well as greater ability to access it and have redress for infringements. It places greater requirements to reduce the use of personal data and prevent breaches of data security with the people and organisations that obtain and use personal data. It also increases the financial penalties for breaches to levels that will have serious consequences, including Lymphoma Action.

This list of FAQs is not exhaustive; if you have any questions that are unanswered, please inform your staff contact or Lymphoma Action directly.

Q Who is the authorised person?

Registered volunteers are ‘authorised persons’ on behalf of Lymphoma Action who can process responsible personal information as required by your role.

Q What personal information am I likely to have to access to as a volunteer?

This information varies depending on your volunteer role and will be covered in your role-specific induction. If in doubt, please ask your staff contact.

Q What do we do with any personal details we held before 25 May 2018?

Any existing lists, files or spreadsheets must be destroyed. The new regulations ensure that ONLY the personal details we have been given AFTER the 25th May 2018, can be used.

Q How long does Lymphoma Action store personal details?

Personal information is stored on as database for as long as the individual wishes and it is reviewed every 2 years.

Q What if the information held is lost or stolen?

Inform your staff contact or Lymphoma Action immediately for further advice.

Q This is new legislation. Are there penalties for not complying?

Yes, there are very heavy financial penalties for non-compliance.

Q How do people sign up to receive information from Lymphoma Action?

Please signpost people to sign up via the Lymphoma Action website on the [‘sign up’](#) page.