

## Privacy Notice

### Introduction

The Règlement Général sur la Protection des Données (or General Data Protection Regulation) places strict controls on how Cancer Support France (National) and its affiliated Associations (CSF) can handle the personal information which we hold.

This Privacy Notice explains how CSF will fulfil its obligations to you. It also explains your rights.

### What information does CSF hold and why?

CSF collects and holds different types of personal information depending on your relationship with us. This can broadly be described as follows:

**Our members:-** when you join CSF as a member, you provide the information requested on our membership application form which basically comprises your contact details.

**Our Active Listeners:-** if you decide to train as an Active Listener and thus have contact with our clients, we request more detailed information about you and your previous life experience.

**Our clients:-** to fully support you as a client of CSF, we need to collect adequate information to enable us to fulfil that role. The extent of this information will depend on the type of support that you require. As an example, an Active Listener providing language support at a hospital consultation, will need full medical details. An Active Listener providing you with emotional support needs only the information which you wish to share.

### How we obtain your information and why we have it

The Regulation specifies various lawful bases which allow us to handle your information. For CSF, all the information that we collect has been freely provided by you or provided with your consent. We use your information to provide you with the benefits of membership or to fully support you as a client.

**Please note that you can withdraw your consent at any time in which case we will destroy the information which we hold. This would mean that you could no longer remain as a member nor could we continue to support you as a client.**

### What do we do with your information and how do we store it?

**As a member,** your information will be held on a database. This will be shared **within the Association only** as far as is necessary to enable you to receive information and participate in the life of the Association (eg. to give you details of upcoming events).

If you leave CSF, then your membership information will be deleted at the end of that membership year or earlier if requested by you.

**As a client,** your information will **NOT** be shared either within or outside CSF without your consent or unless we are legally obliged to do so.

**All information is securely stored and password protected as necessary.**

### Your rights

Under the Regulation, you have various rights. These are: -

**Right of access** - you have the right to ask us for copies of any personal information that we hold.

**Right to rectification** - you have the right to ask us to rectify information if you think it is inaccurate. You also have the right to ask us to complete information if you think it is incomplete.

**Right to removal and restriction of processing** - you have the right to ask us to remove your personal information or to restrict how we handle it in certain circumstances eg. if the information we hold is no longer relevant to your relationship with CSF.

**Right to data portability** - you have the right to ask that we transfer the information you gave us to another organisation, or to you.

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

### How to complain

Any complaint should initially be addressed to the President of the Association with which you have a relationship. You can find contact details for every President on the relevant Association page on the CSF (National) website here:

[www.cancersupportfrance.org](http://www.cancersupportfrance.org)

If that is not appropriate or you feel that you have not had a satisfactory response, then your complaint should be sent to the CSF (National) President at:

[president@cancersupportfrance.org](mailto:president@cancersupportfrance.org)

If you remain unhappy with how we have used your data or how we have handled your complaint, then you also have the right to complain to CNIL (Commission Nationale de l'Informatique et des Libertés). CSF is a French registered Association and this is the French government organisation responsible for overseeing and enforcing the Regulation. CNIL can be contacted through their website here: -

[www.cnil.fr](http://www.cnil.fr)

By post: 3, Place de Fontenoy - TSA 80715, 75334 PARIS CEDEX 07

By telephone: 01 53 73 22 22

### How to contact CSF

These are our main contact email addresses, if you are not sure who to contact then please use our helpline email address or leave a message on our helpline telephone number. Someone will be back to you within 24 hours.

[president@cancersupportfrance.org](mailto:president@cancersupportfrance.org)  
[treasurer@cancersupportfrance.org](mailto:treasurer@cancersupportfrance.org)  
[webmaster@cancersupportfrance.org](mailto:webmaster@cancersupportfrance.org)  
[admin@cancersupportfrance.org](mailto:admin@cancersupportfrance.org)  
[publicrelations@cancersupportfrance.org](mailto:publicrelations@cancersupportfrance.org)  
[helpline@cancersupportfrance.org](mailto:helpline@cancersupportfrance.org)

Telephone: 0800 240 200

Registered address: Cancer Support France  
Boite aux Lettres No. 25  
Maison des Associations  
Espace Clément Marot  
Place Bèssières  
46000 Cahors  
Tel: 0800 240 200

Association No: W163000037

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