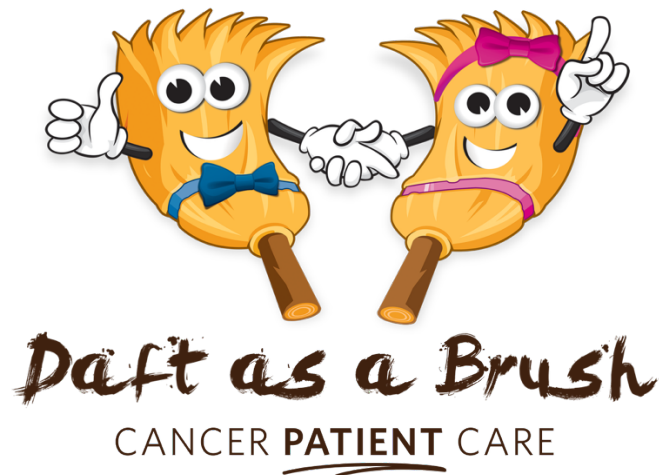




Privacy Notice

Daft as a Brush Cancer Patient Care

Last Updated: August 2026

1. Introduction

Daft as a Brush Cancer Patient Care ("the Charity", "we", "us" or "our") is committed to protecting and respecting your privacy. We recognise the importance of safeguarding personal information and are committed to complying with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and other applicable data protection legislation.

This Privacy Notice explains how we collect, use, store, protect and share personal information when you:

- Use our services
- Are referred to us as a patient
- Make a donation
- Volunteer with us
- Attend our events
- Visit our website
- Contact us for information or support
- Apply for employment or other opportunities with us

2. Who We Are

Data Controller: Daft as a Brush Cancer Patient Care

Address:

Daft as a Brush House
Great North Road
Gosforth
Newcastle upon Tyne
NE3 2DR

Telephone: 0191 285 9999

Email: sean.mceldon@daftasabrush.org.uk

For any questions regarding this Privacy Notice or how we use your personal information, please contact us using the details above.

3. What Information We Collect

Depending on your relationship with us, we may collect:

Personal Information

- Name
- Address
- Telephone number
- Email address
- Date of birth
- Emergency contact details

Patient Information

Where necessary to provide transport services for cancer patients:

- Treatment location
- Appointment details
- Transport requirements
- Information regarding mobility needs
- Information regarding support requirements during transport

Special Category Data

Because we support cancer patients, we may process limited health-related information necessary to safely provide our services.

This may include:

- Details relating to medical appointments
- Mobility requirements
- Information required to provide appropriate transport support

Volunteer Information

- Contact details
- Driving licence information
- Vehicle information
- DBS check information where applicable
- Training records
- Emergency contact details

Employee and Trustee Information

- Employment records
- Payroll information
- Pension details
- Recruitment information
- Training records
- Professional qualifications
- Eligibility and due diligence information

Donor and Supporter Information

- Contact details
- Donation history
- Gift Aid declarations
- Communication preferences
- Event participation details

Website Information

When you visit our website we may collect:

- IP address
 - Browser type
 - Device information
 - Website usage data
 - Cookie preferences
-

4. How We Collect Information

We obtain personal information:

- Directly from you
 - Through forms completed on our website
 - Through donations, fundraising activities and events
 - Through correspondence by email, telephone or post
 - From NHS referral and scheduling teams where transport services are being arranged
 - From volunteers, trustees and employees during recruitment and onboarding
 - From publicly available sources where appropriate and lawful
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5. Why We Use Personal Information

We use personal information to:

Deliver Our Services

- Arrange and manage patient transport
- Communicate with service users
- Respond to enquiries
- Ensure passenger safety

Manage Volunteers

- Recruit, train and support volunteers
- Manage volunteer activities
- Conduct eligibility and safeguarding checks
- Maintain appropriate records

Administer Donations and Fundraising

- Process donations
- Claim Gift Aid
- Thank supporters
- Provide information about our work where requested

Manage Employees and Trustees

- Fulfil contractual and legal obligations
- Operate payroll and pension arrangements
- Manage recruitment and employment processes
- Support charity governance

Improve Our Services

- Monitor performance and service quality
- Analyse trends and service demand
- Improve website functionality and user experience

Comply With Legal Obligations

- Charity Commission requirements
 - HMRC obligations
 - Employment law
 - Health and safety requirements
 - Safeguarding obligations
 - Data protection legislation
-

6. Our Lawful Bases for Processing

Under UK GDPR, we rely on one or more of the following lawful bases:

Article 6 UK GDPR

- Consent
- Contract
- Legal obligation
- Legitimate interests
- Vital interests

Special Category Data

Where we process health information, we rely on relevant conditions under Article 9 UK GDPR, including:

- Health or social care purposes
 - Provision of services to individuals
 - Safeguarding and support requirements
 - Explicit consent where appropriate
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7. Who We Share Information With

We only share personal information where necessary and lawful.

This may include:

- NHS organisations and healthcare providers involved in patient referrals
- Volunteer drivers where information is necessary to provide transport services
- Professional advisers such as auditors, legal advisers and insurers
- Payroll and pension providers
- IT and cloud service providers
- Fundraising and payment processing providers
- Regulators and statutory authorities where required by law

We do not sell personal information to third parties.

8. International Transfers

We normally store and process information within the United Kingdom.

If personal information is transferred outside the UK, we will ensure appropriate safeguards are in place as required by UK GDPR.

9. Data Security

We take data protection seriously and have appropriate organisational and technical measures in place to protect personal information from:

- Unauthorised access
- Accidental loss
- Alteration
- Disclosure
- Destruction

Access to personal information is restricted to those who need it to perform their duties.

10. How Long We Keep Information

We keep personal information only for as long as necessary to fulfil the purposes for which it was collected and to comply with legal, regulatory and operational requirements.

Retention periods vary depending upon:

- The type of information
- Legal obligations
- Charity Commission requirements
- HMRC requirements
- Employment legislation
- Insurance requirements

When information is no longer required, it is securely deleted or anonymised.

11. Your Rights

Under UK GDPR, you have rights including:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure (in certain circumstances)
- The right to restrict processing
- The right to data portability
- The right to object
- Rights relating to automated decision-making

Where processing is based on consent, you may withdraw consent at any time.

To exercise any of these rights, please contact us using the details provided above.

12. Cookies and Website Analytics

Our website may use cookies and similar technologies to:

- Ensure the website functions properly
- Analyse website usage
- Improve visitor experience

You can control cookie settings through your browser or any cookie management tools available on our website.

A separate Cookie Policy may provide additional information.

13. Making a Complaint

If you are unhappy with how we have handled your personal information, please contact us first and we will do our best to resolve your concerns.

You also have the right to complain to the Information Commissioner's Office (ICO):

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Website: <https://ico.org.uk>

Telephone: 0303 123 1113

14. Changes to This Privacy Notice

We may update this Privacy Notice from time to time to reflect changes in legislation, regulatory guidance or our activities. Any updates will be published on this page and the revision date will be updated accordingly.