

## **Confidentiality arrangements for the Helpline and Ask Our Nurses service**

Breast Cancer Care offers a confidential service for all clients. Confidentiality is vital to our reputation and the impact of our work. Any information disclosed through the Helpline and Ask Our Nurses service will be treated in complete confidence by the team processing the information, and by the wider organisation. Issues raised may be discussed between colleagues in the Helpline and Ask Our Nurses team if necessary but personally identifiable data will be kept to a minimum. We will not share information with anyone else without explicit consent from the client concerned.

There are some exceptional circumstances where we may pass on personal information for example:

- If we believe someone is at serious risk of harm, either from themselves or others
- If we receive a court order requiring us to divulge information
- If we are passed information relating to an act of terrorism, child abuse, treason or any other criminal offence

All client data is collected, processed and stored by Breast Cancer Care in accordance with the General Data Protection Regulation (GDPR). You can read about how we keep your personal data secure in our [Privacy and cookies policy](#).

Under the provisions of GDPR clients have the right to seek access to records we hold about them. To submit a request, email [supportercare@breastcancercare.org.uk](mailto:supportercare@breastcancercare.org.uk) or write to: Supporter Care, Breast Cancer Care, Chester House, 1-3 Brixton Road, London SW9 6DE

It should be noted that, by law, consent is still required from under 18s in the same way as for adults with regard to matters of data protection and confidentiality. However, in accordance with statutory requirements, where child protection issues are involved, it is not possible to offer confidentiality to a person under 18 as any disclosures must be reported.