



**PROSTATE
CANCER UK**

General Data Protection Regulation (GDPR) Factsheet for One-to-One Support Volunteers

May 2018

What is the General Data Protection Regulation?

The Regulation will replace the UK Data Protection Act 1998 (DPA) from 25 May 2018, becoming the new legal framework in the European Union (EU).

Under the Regulation, we have a legal responsibility to protect information given to us by individuals. The Information Commissioner's Office can enforce the Regulation through fines and criminal proceedings against Prostate Cancer UK, its employees and trustees.

If we breach the Regulation in any way we would seriously harm our relationship with volunteers, donors, supporters and service users. This would negatively affect our reputation, income and future support.

While the principles of the Regulation remain generally the same as the DPA, there is added detail around certain points and some new requirements. These mostly apply to Prostate Cancer UK as we are the 'data controller', but it is a useful opportunity to refresh your knowledge of data protection and how it restricts your volunteer role.

Information on the General Data Protection Regulation can be found at:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/>

How does this apply to what I do as a One-to-one support volunteer?

As you handle sensitive information about people who use the One-to-one support service, you must follow these steps to ensure we comply with the Regulation:

- Store the names and telephone numbers of the service user(s) you are going to contact in a private and secure format. For example, keep referral information locked away until you are ready to make the call to the service user. If you are making follow up calls to a service user, ensure their information is locked away securely in between each call. Do not keep notes about what was discussed on each call. Destroy all referral information securely after you have made the final call to the service user.
- Only use the service user's initials - never their full name - when filling in the contact log after each call, and every time you may write about a call on paper or in emails to Prostate Cancer UK.
- Never discuss anything that may identify who you've spoken to with someone outside of Prostate Cancer UK - even a partner, friend or fellow volunteer. This includes their name, where they live, where they work, or any other personal

information that may reveal their identity. If there is anything relating to a referral you feel you need to discuss, please contact the Clinical Services Officer in the first instance.

Please refer to your One-to-one support service volunteering guide for more information on your role.

If you have any questions, please contact the Clinical Services Officer (natalie.loyd@prostatecanceruk.org) or the Volunteer Engagement team at volunteer@prostatecanceruk.org