



[supportline@sarcoma.org.uk](mailto:supportline@sarcoma.org.uk)



The bone & soft tissue cancer charity

## Confidentiality policy for the Sarcoma UK Support and Information Line.

### Background and purpose:

The Sarcoma UK Support Line (SL) is a Sarcoma UK confidential service which allows patients, family members, friends and Health professionals contact to expert advice relating to Soft Tissue and Bone Sarcoma. The SL is open for 20 hours a week (Monday to Friday).

The purpose of the document is to demonstrate clear procedure and the expectation of the (SL) in relation to confidentiality for internal Sarcoma UK staff.

### Role of the Support Line

We know sarcoma is rare, with about 3,800 new cases diagnosed a year. Many patients and families find it difficult to access Sarcoma specific information and support. The aim of the support line is to ensure callers get access to the correct information and support.

### Confidentiality Statement:

The telephone and email services are confidential between the contactor and Sarcoma UK. Contactors may choose to provide personal information which will only be used for the purposes of dealing with their enquiry. A pre-recorded message will be heard by all Support line callers asking that if they wish their details NOT to be securely stored the tell the support line team member as soon as they begin speaking with them.

Any personal information provided will not be passed onto anyone else without the contactors express permission except in circumstances to comply with the nurses' code of professional conduct or the law. Examples of this might include anyone reporting potential serious self-harm, if it was felt a child may be at risk or anyone expressing the intention of harming someone else.

The NMC Code of Conduct can be found here:

<https://www.nmc.org.uk/globalassets/sitedocuments/nmc-publications/nmc-code.pdf>

All of the Support line storage of information is in line with the GDPR regulations 2018.

The Sarcoma UK privacy policy can be viewed here:

### Email Storage:

An automatic email will be sent out to all emailers to the support line email explaining how and why we store their details. They are asked to email and let the support line team know if they do NOT wish us to store their data. Emails sent to the SL will be kept within either the inbox or the named box of the person dealing with the email. Once it has been dealt with and recorded on Raisers Edge (RE) it will be deleted. All emails in the deleted and sent folders will be permanently deleted at the end of each working week, this is the responsibility of Helen Stradling (HS).

### Voicemail recordings:

Callers leaving a voicemail for the support line team are reminded that by them leaving us a contact number they are allowing the support line team to call them on the number provided. Any voicemails received to the SL will be deleted once listened to and the information gained in order for the SL staff to deal with the enquiry and is the responsibility of the SL member of staff dealing with the call.

### Written notes:

Any written notes collected from SL staff will be disposed of into confidential waste as soon as the information has been recorded on RE and is the responsibility of the SL staff member who has taken the notes.

### Complaints:

Any complaints will be addressed using the complaints procedure documented on the 'Contact Us' page.

<https://sarcoma.org.uk/about-sarcoma-uk/contact-us>