



## **Privacy Guidelines for Team Captains**

The American Cancer Society is committed to protecting the privacy of Relay For Life participants. As a Society volunteer, you play a critical role in our efforts. Therefore, it is important that you understand how you help us protect our participants' personal information. We created the following guidelines for Relay For Life volunteer leaders like you. Please review these guidelines and make certain that you consider them as you collect, use, and disclose participant personal information.

**Privacy and Relay For Life.** For Relay events, we collect personal health information such as a participants' cancer diagnosis or survivorship. We also collect financial account numbers when, for example, participants' register or make a donation. To protect this personal data – and to ensure that we meet our legal obligations under privacy laws – we developed privacy standards which apply to both our Relay volunteers and staff.

Whenever you collect, handle, or share personal data, your best guide is to ask yourself what the Society would do to protect the data, then follow those steps to ensure our participants are protected.

**Limit Use of Relay Data.** We ask that you limit how you use Relay For Life data only to purposes related to Relay or for other Society-related events. Do not use Relay data to promote non-Society events or send personal messages (unless you know the recipients outside of Relay). If you want to send information about Society events, check with your Society staff coordinator to make sure it is okay.

**Minimum Necessary.** As part of your role, you may need to share sensitive personal information with team members, committee members, or event leadership. When doing so, ensure that you only share the minimum amount of information needed for the intended use. Also, make sure that the individuals who receive this information understand the importance of protecting the information.

**Protect your paper and electronic documents.** You may collect and maintain a number of paper and electronic files containing personal or confidential Relay information. These documents may include registration forms, participant lists, or other documents which have names along with personal health or financial information. Follow these steps to help secure these files:

- Keep personal information in locked drawers/cabinets/rooms or out of sight when not in use.
- Save electronic files on a password-protected drive using passwords that are not easily guessed.
- Be especially careful when carrying paper or electronic files in your car, when you attend Relay meetings, or at your Relay.
- Avoid (or minimize) copies since copies must be protected in the same manner as originals.
- If you store Relay data on your personal computer, make sure you use good computer security protections for your PC (e.g., antivirus software, up-to-date operating system software, etc.)
- Minimize sending emails with attachments containing personal information. When you send an email, check the "to" line to verify you have the correct email address(es). If you are emailing personal information, use encryption (if you can) and include the word "confidential" in the subject line.
- Shred (or tear up) confidential information once you have finished with it, or if on an electronic device, delete the file immediately after you finish using it (and don't forget any copies, too).

**Secure checks and credit card numbers.** Paper checks and credit/debit card numbers require extra protection due to the risk of identity theft. In addition, most state laws have requirements on how organizations such as the Society should protect these financial account numbers. Exercise the utmost caution such as:

- Keep these documents locked when not in use.
- Do not make copies of checks or credit/debit card numbers.
- Mail these documents using tracking or turn in to staff quickly.
- Notify staff immediately if any checks or card numbers are lost or missing.

**Communicating Stories.** Cancer stories are very powerful. We encourage you, your team members, and others to share stories about how cancer has touched their lives. We only request that you receive permission from the individual before sharing his or her story. (Verbal permission is okay.)

**If you see a problem, let us know.** Privacy breaches can be disastrous to both individuals and the Society. Reporting incidents helps to reduce our risk by eliminating further breaches. It also permits individuals to take action quickly to reduce any harm to them.

Report any situation or conduct that you believe violates an applicable privacy law, regulation, or our privacy policy. You do not need to know the exact law or requirement, or be certain a violation has or will occur. When in doubt, the better course of action is to report. Let us know about:

- Lost or stolen electronic devices such as laptops, smartphones, or portable drives if they contain personal information.
- Lost or stolen documents, checks, credit/debit card receipts, or other files that contain personal information.
- Confidential emails sent to the wrong recipient(s).
- Breach of an email account (e.g., account takeover) when the email account contains personal information.

Report concerns to your local or Division staff, or contact the anonymous Society hotline at 1-800-539-7202. Describe the incident with as much detail as possible. To view our Privacy Policy, go to **[www.cancer.org](http://www.cancer.org)**.

Thank you for helping the Society protect our Relay For Life participants, and thank you for supporting the American Cancer Society.

**QUESTIONS?** If you have questions about customer privacy or need additional guidance, ask your Society staff partner or use your Division's customer support queue (if available).