

Privacy Policy for 'Ask Eve'

'Ask Eve' takes your privacy very seriously. When accessing the service we feel it is important that you know what information we ask for and why. Please feel free to read our privacy policy below and be assured that the information given to the team is confidential and protected.

When you access 'Ask Eve' the nurse will ask you to provide us with some information. This will normally be a name, contact number or email so that the nurse can contact you.

All information that is given to the team is confidential and in line with nursing regulations Nursing and Midwifery Council – The Code of Practice. Some information we may ask can be considered 'sensitive' under the Data Protection Act 1998, such as your state of health. The team will ask you questions to establish what information will be relevant to your query and how best to answer your questions. As with all the personal information you provide to us, you can be assured that any sensitive information you choose to supply will be kept in accordance with the terms of the Act and only used in accordance with this privacy policy.

Brief information of the calls and emails will be stored by the team to provide any subsequent support and may be used for anonymous statistical reporting of the service and users. The Eve Appeal is the sole owner of information gathered by Ask Eve and will not pass information onto third parties or other charities. The team are obliged to inform a third party only if there is a concern for the safety of a child or vulnerable adult, as in line if the Safeguarding procedures of The Eve Appeal. The information you provide will only be used by the 'Ask Eve' team and will not be passed to other teams within The Eve Appeal without your express permission.

You can ask what information we hold about you by contacting the Eve Appeal Information Nurse – nurse@eveappeal.org.uk

Ask Eve is committed to ensuring equality to all those using the services. 'Ask Eve' makes sure that the service is sensitive to an individual's needs and will respect their background in relation to age, gender, race/culture, location, religion, any disability and sexual orientation.

If you have a complaint about Ask Eve Information Services you can email office@eveappeal.org.uk
Please feel free to read The Eve Appeal's privacy policy on our homepage.