



Lung Cancer Research
FOUNDATION

LCRF SUPPORT LINE TERMS OF SERVICE

Terms of Service identify the legally binding terms and conditions for your use of the Lung Cancer Research Foundation's Support Line. The Lung Cancer Research Foundation (LCRF) offers the support line, including all information, tools, and services available from this line to you, based upon your acceptance of all terms, conditions, policies, and notices stated here. These terms apply to all callers. By accessing and using the support line, you agree to be bound by these terms. If you disagree with any of these terms, you may not access the call-in line.

What services are provided by the Lung Cancer Research Foundation Support Line?

Note: In case of emergency, it is important that you call 911 immediately.

The LCRF Support Line is a free, confidential service that provides general lung cancer education, connection to local and national resources, and opportunities for engagement with LCRF. Hours of operation of the support line are 8 am - 4 pm CT. We do not offer direct medical, nursing, financial, or legal assistance, and information provided is not a substitute for medical advice from a licensed healthcare provider. You should discuss any questions related to your health care with your doctor. LCRF may provide information to you about products, services, clinical trials, or treatments related to lung cancer; however, we do not endorse any specific health care resource, and you should consult with your health care providers before making any changes related to your treatment or care. Information is provided for educational purposes only.

Who should use the Lung Cancer Research Foundation Support Line?

The support line is designed to provide support to lung cancer patients, caregivers, and survivors.

How does the Support Line work?

When callers dial the toll-free phone number for the Support Line, they reach a trained LCRF staff member or volunteer. Information shared may be documented and maintained in a confidential case file, which is used for purposes of continuing the conversation in future calls. Phone conversations may also be recorded and used for training or quality control purposes.

Why do I need to provide basic registration information at the start of the call?

LCRF maintains a case file for individuals who use the support line, and the information that you provide during the registration process allows us to maintain and update your case file. By collecting this information, we will not need to request this information each time that you call in the future. The type of information maintained in your case file includes basic demographic information and details that you share during the call about your needs for assistance. LCRF uses this information for purposes of continuing care at the time of future calls, and we will store this information in a confidential manner. We use the information only for purposes of providing services through the support line, training of new staff, and quality control.

What information is collected for internal research and quality control?

LCRF gathers usage information regarding the support line, including number and frequency of calls, types of callers (e.g. patients, caregivers, or survivors), number of educational materials requested by callers, reason for the call, and age of callers. This data allows us to complete internal research and quality control to improve the quality of the support line services. The number of individuals provided with information about clinical trials and referred to a clinical trial matching service may also be collected.

How will LCRF communicate information regarding available resources?

Information will be provided to you by phone, as well as by mail or e-mail, depending upon the preferences that you specify.

How does Lung Cancer Research Foundation make use of feedback regarding the Lung Cancer Research Foundation Support Line?

If a caller agrees to provide anonymous feedback about their experience through completion of a written or online survey, that feedback may be shared with LCRF personnel for quality improvement. Feedback will never be used to identify a caller. Feedback will not include the caller's name or any personal information and will not be connected in any way to information that the caller provided on the call. Feedback will only be used to improve services provided by the Support Line.

What are the Limits of Liability?

Use of the support line is voluntary. By using the Support Line, you agree that under no circumstances, including but not limited to negligence, shall LCRF or its directors, employees, volunteers, or agents be liable for any direct, indirect, punitive, incidental, special, exemplary, consequential damages, or any damages whatsoever. By using the Support Line, you agree to release, waive, and discharge LCRF, its directors, employees, volunteers, and agents from all liability, claims, and causes of action based upon the actions or omissions of any of them in connection with your use of the support line or the information provided through the Support Line, including negligent actions or omissions, but not intentional or reckless actions or omissions.

What is the Support Line's privacy policy?

Keeping your information secure is very important to us. When you provide us with personal information to complete a call, you consent to our collecting this information to allow us to complete this call to address your questions. If we ask you for your personal information for any other reason, such as connecting to a mentor, we will ask you specifically for your consent regarding this opportunity. You may withdraw this consent anytime by contacting us at Lung Cancer Research Foundation, 155 E 55th St., Suite 6H, New York, NY 10022.

LCRF has put in place privacy and security safeguards to protect the confidentiality of the information it collects through the Support Line and to prevent that information from being improperly accessed, disclosed, or altered. Your information will be used only for purposes of providing services through the Support Line and for training and quality control purposes. We will never share your personally identifiable information with third parties without your informed consent. We store all data on a secure server with callers' case information available only to LCRF employees or volunteers who are directly involved with the service. Personal information is protected from unauthorized access by security techniques such as encryption practices.

Although we take reasonable and appropriate measures to prevent unauthorized access and disclosure of your information, we cannot guarantee that your personal information or communications with the Support Line staff will not be accessed or disclosed in a manner that is inconsistent with this policy, for no database can guarantee security.

Please be aware that any personal information that you provide during telephone or email communications with LCRF may be stored. Stored information may be used for purposes of providing you with services through the Support Line and to inform LCRF program improvement and for quality control and training purposes. Information may be provided in aggregate or limited formats to third parties to guide future activities. LCRF will not provide directly identifying information, including your name or contact information, to third parties without your prior written consent unless required by law. We may be required to disclose your personal information as mandated by law or if you violate our Terms of Service.