



Citizens Advice in West Sussex (North, South, East): Privacy Policy

At Citizens Advice we collect and use your personal information to help solve your problems, improve our services and tackle wider issues in society that affect people's lives.

We only ask for the information we need. We always let you decide what you're comfortable telling us, explain why we need it and treat it as confidential.

When we record and use your personal information we:

- only access it when we have a good reason
- only share what is necessary and relevant
- don't sell it to anyone

At times we might use or share your information without your permission. If we do, we'll always make sure there's a legal basis for it. This could include situations where we have to use or share your information:

- to comply with the law - for example, if a court orders us to share information. This is called 'legal obligation'
- to protect someone's life - for example, sharing information with a paramedic if a client was unwell at our office. This is called 'vital interests'
- to carry out our legitimate aims and goals as a charity - for example, to create statistics for our national research. This is called 'legitimate interests'
- for us to carry out a task where we're meeting the aims of a public body in the public interest - for example, delivering a government or local authority service. This is called 'public task'

- to carry out a contract we have with you - for example, if you're an employee we might need to store your bank details so we can pay you. This is called 'contract'
- to defend our legal rights - for example, sharing information with our legal advisors if there was a complaint that we gave the wrong advice

We handle and store your personal information in line with the law - including the General Data Protection Regulation and the Data Protection Act 2018.

You can check our main Citizens Advice policy for how we handle most of your personal information, at www.citizensadvice.org.uk/about-us/citizens-advice-privacy-policy/your-information/.

This page covers how we, as your local charity, handle your information locally in our offices.

How Citizen Advice in West Sussex (North, South, East) collects your data

To find out how we collect your data, please visit www.citizensadvice.org.uk/about-us/citizens-advice-privacy-policy/your-information/.

What Citizens Advice in West Sussex (North, South, East) asks for

To find out what information we ask for, please visit <https://www.citizensadvice.org.uk/about-us/citizens-advice-privacy-policy/your-information/>.

How Citizens Advice in West Sussex (North, South, East) uses your information

To find out how we use your information, please visit <https://www.citizensadvice.org.uk/about-us/citizens-advice-privacy-policy/your-information/>.

Working on your behalf

When you give us authority to act on your behalf, for example to help you with a Universal Credit claim, we'll need to share information with that third party.

In all instances we will obtain your consent before we do this.

Organisations we commonly share information with are:

- West Sussex County Council
- Crawley Borough Council
- Horsham District Council
- Clarion Housing
- Mid Sussex District Council
- Worthing Borough Council
- Macmillan
- Sussex Community Foundation

How Citizens Advice in West Sussex (North, South, East) stores your information

We store your information securely in the following places:

National Citizens Advice case management system – Casebook

Microsoft Office 360 – secure cloud based system

We keep your information for 6 years. If your case has been subject to a serious complaint, insurance claim or other dispute we keep the data for 16 years.

How Citizens Advice in West Sussex (North, South, East) shares your information

We may share your information with organisations we need to refer your case to, or as relevant to work on your case. In all instances we will obtain your consent before we do this.

Organisations we commonly share information with are:

- West Sussex County Council
- Crawley Borough Council

- Horsham District Council
- Clarion Housing
- Mid Sussex District Council
- Worthing Borough Council
- Macmillan
- Sussex Community Foundation

Contact Citizens Advice in West Sussex (North, South, East) about your information

If you have any questions about how your information is collected or used, you can contact our office.

Please contact us at the following details:

Email: privacyinfo@westsussexcab.org.uk

You can contact us to:

- find out what personal information we hold about you
- correct your information if it's wrong, out of date or incomplete
- request we delete your information
- ask us to limit what we do with your data - for example, ask us not to share it if you haven't asked us already
- ask us to give you a copy of the data we hold in a format you can use to transfer it to another service
- ask us stop using your information

Who's responsible for looking after your personal information

The national Citizens Advice charity and your local Citizens Advice operate a system called Casebook to keep your personal information safe. This means they're a 'joint data controller' for your personal information that's stored in our Casebook system.

Each local Citizens Advice is an independent charity, and a member of the national Citizens Advice charity. The Citizens Advice membership agreement also requires that the use of your information complies with data protection law.

You can find out more about your data rights on the Information Commissioner's website: <https://ico.org.uk/>

To view our privacy policy for volunteers, please visit <https://www.advicewestsussex.org.uk/about-us/privacy-policy/>.

To view our website and cookie privacy policy, please visit <https://www.advicewestsussex.org.uk/about-us/privacy-policy/>.

The wording in this document reflects the requirements of the General Data Protection Regulation (GDPR), which came into effect on 25 May 2018

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