



## **Citizens Advice in West Sussex (North, South, East): Using Our Website – Our Privacy Policy**

When you use our website, we collect your information in a number of ways.

We use data called 'cookies' to get information about how you're using our website - for example, what pages you click on and what device you're using. Find out more how we collect and use cookies when you browse our website by scrolling to the appendix at the bottom of this document.

If you use our web chat or email services, you can find out more about how we use and store your information by visiting [www.citizensadvice.org.uk/about-us/about-us1/citizens-advice-privacy-policy/when-you-get-advice-from-an-adviser/](http://www.citizensadvice.org.uk/about-us/about-us1/citizens-advice-privacy-policy/when-you-get-advice-from-an-adviser/)

If you visit our national website, [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk), to use their self-help information or any of the other services there, you can find out how your information is collected by visiting [www.citizensadvice.org.uk/about-us/about-us1/citizens-advice-privacy-policy/using-our-website/](http://www.citizensadvice.org.uk/about-us/about-us1/citizens-advice-privacy-policy/using-our-website/)

### **Storing your information**

If you use our website, we will only keep your information for as long as we need to, to find out how you're using the site. Please view the cookie information at the bottom of this document.

All volunteers and staff who access your data have had data protection training to make sure your information is handled sensitively and securely.

If you are a client of Citizens Advice in West Sussex (North, South, East), [please visit www.advicewestsussex.org.uk/about-us/privacy-policy/](http://www.advicewestsussex.org.uk/about-us/privacy-policy/) to see how we store and use your data.

If you sign up to our email newsletter via the sign-up form on our website, your data is stored securely in line with the [MailChimp privacy policy](#) – you can see this by visiting: <https://mailchimp.com/legal/privacy/>

If you use our General Enquiries contact form: we use a plugin called “Contact Form 7” to process enquiries sent via this form. This plugin collects the information you enter and generates an email, which is sent to members of staff who have been trained in Data Protection under the General Data Protection Regulation 2018 (GDPR). No information is stored or retrievable after this process.

## **Do we share your data?**

If you use our website, we will not share any of your information with any third parties for any purposes. We may compile statistics about the use of our site including data on traffic, usage patterns, user numbers and other information. All such data will be anonymised and will not include any personally identifying data or any anonymised data which can be combined with other data and used to identify you.

The third party data processor used by us to compile this information is Google Analytics.

Please visit the cookie information at the end of this document for more information.

## **Contact us about your data**

You can contact us at any time and ask us:

- what information we've stored about you
- to change or update your details
- to delete your details from our records

Send us a message at [privacyinfo@westsussexcab.org.uk](mailto:privacyinfo@westsussexcab.org.uk)

## **If you want to make a complaint**

If you're not happy with how we've handled your data, you can make a complaint – please send an email to [complaints@westsussexcab.org.uk](mailto:complaints@westsussexcab.org.uk)

## **Appendix:**

### **How we use cookies**

When you browse our website, we collect 'cookies' to help us understand more about how our site is used by visitors, and to develop and enhance our services to you.

A 'cookie' is a bit of information kept on your computer. It tells us things like what device you're using and what pages you click on.

We use cookies to:

- track aspects of user visits, including the length of a user's visit, their browser, geographic location and the use of the search facility on this website
- remember a user's selected contrast and/or text resizing style preferences for this website
- record a user's video preferences for our YouTube videos viewed on this website

For all other Google Analytics cookie information, please visit the national Citizens Advice cookie policy: [www.citizensadvice.org.uk/about-us/about-us1/citizens-advice-privacy-policy/how-we-use-cookies/](http://www.citizensadvice.org.uk/about-us/about-us1/citizens-advice-privacy-policy/how-we-use-cookies/)

## How to manage or delete cookies

If you don't want to receive cookies, you can change settings in your web browser so that your browser tells you when cookies are sent to it or you can refuse cookies altogether. You can also delete cookies that have already been set.

If you wish to restrict or block web browser cookies, the Help function within your browser should tell you how. Alternatively, these sites can provide more information on how to do this:

- [www.allaboutcookies.org](http://www.allaboutcookies.org)
- [www.aboutcookies.org](http://www.aboutcookies.org)

**\*The wording in this document reflects the requirements of the UK GDPR Regulation and The Data Protection Act 2018\***