

Citizens Advice Derbyshire Districts

Privacy Policy

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Oversight:	Service Delivery Subcommittee
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At Citizens Advice Derbyshire Districts, 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.

This privacy policy explains how we use your information and what your rights are. We handle and store your personal information in line with data protection law and our confidentiality policy. The following pages tell you more about how we use your information in more detail.

Our network

Citizens Advice is a membership organisation made up of the national Citizens Advice charity and many local offices across England and Wales. Citizens Advice Derbyshire Districts is an independent charity and a member of the national Citizens Advice charity.

All members of the Citizens Advice network are responsible for keeping your personal information safe and making sure data protection law is followed.

Members of the network also run some jointly designed services and use some of the same systems to process your personal data. In these instances we are joint data controllers for these activities.

Jointly controlled data

All offices in the Citizens Advice network use some joint systems to carry out our activities. These include joint case management systems, telephony platforms and more.

Staff from a different local Citizens Advice can only access your personal information in a joint system if they have a good reason. For example when:

- you go to a different office to seek advice
- more than one office is working together in partnership
- they need to investigate a complaint or incident

We have rules and controls in place to stop people accessing or using your information when they shouldn't.

Tell an adviser if you're worried about your details being on a national system. We'll work with you to take extra steps to protect your information - for example by recording your problem without using your name.

National Citizens Advice has a [privacy notice](#) available on their website that covers general advice and nationally managed systems, including our case management systems. This policy covers the processing we carry out in our office.

How we use your data for advice

This section covers how we use your data to provide you with advice.

For general advice and nationally funded advice programmes please see the national Citizens Advice [privacy notice](#).

How we collect your information

We collect and use the details you give us so we can help you. We have a 'legitimate interest' to do this under data protection law. This means it lets us carry out our aims and goals as an organisation.

How we collect your information differs depending on how you contact us. For example, if you see us in person, we will ask you to fill out our client information sheet. If you contact us via Adviceline the information will be collected verbally.

What information we collect

- your name and contact details - so we can keep in touch with you about your case
- personal information - for example about family, work, or financial circumstances, or if you're vulnerable or at risk of harm

- details about services you get that are causing you problems - like energy or post
- details of items or services you've bought and traders you've dealt with
- information like your gender, ethnicity or sexual orientation

We occasionally ask for details about someone else like a neighbour or your partner so we can deal with an enquiry. We'll only do this if we have a legitimate interest in the information, or we need it to protect someone's life.

If you don't want to give us certain information, you don't have to. For example, if you want to stay anonymous we'll only record information about your problem and make sure you're not identified.

We might ask your permission to contact you later with an online survey about your experience getting help from us. This is called the 'Client Experience' survey.

What we use your information for

The main reason we ask for your information is to help solve your problem. We only access your information for other reasons if we really need to. Data protection law lets us do this as long as we have a legitimate interest. For example we have a legitimate interest to access your data:

- for training and quality purposes
- to investigate complaints
- to get feedback from you about our services
- to help us improve our services

All advisers and staff accessing data have had data protection training to make sure your information is handled sensitively and securely.

Understanding people's problems

We use some information to create statistics about who we're helping and what problems are the most common. We might use the information you've told us and your answers to the Client Experience survey. This information is always anonymised - you can't be identified.

We share these with funders, regulators, government departments and publicly on our blogs, reports, social media and press releases.

The statistics also inform our policy research, campaigns, or media work.

We might use a research company to help us analyse the information. We have an agreement with them to make sure they store data securely and follow data protection laws. We're still responsible for keeping your personal information safe and making sure we follow data protection law. This means we're the 'data controller' for your information.

Our confidentiality policy

At Citizens Advice we have a confidentiality policy which states that anything you tell us as part of advice will not be shared outside of the Citizens Advice network unless you provide your permission for us to do so.

There are some exceptions to this such as needing to share:

- to prevent an immediate risk of harm to an individual
- In select circumstances if it is in the best interests of the client
- where we are compelled to do so by law (e.g. a court order or meeting statutory disclosures)
- where there is an overriding public interest such as to prevent harm against someone or to investigate a crime
- to defend against a complaint or legal claim
- to protect our name and reputation for example to provide our side of a story reported in the press

Who we share your information with

We do not routinely share identifiable personal information with any other organisation without consent unless there are identifiable safeguarding concerns. Where we share information without consent this is fully outlined in our separate safeguarding policies for children and adults.

Our lawful basis for using your information

Personal data (UK GDPR Article 6 requirement)

- **Article 6(f) - Legitimate interests** - Where processing is not based on any public function. We have a legitimate interest in processing EDI data to ensure we are promoting equity and diversity in our service. We have a full legitimate interest assessment for this processing.
- **Article 6(e) - Public task** - Where processing is based on official authority laid down by law or a statutory function. For example in relation to our consumer service functions.

Special category and criminal offence data (UK GDPR Article 9 or 10 requirement)

- **Article 9(2)(f) - establishment, exercise or defence of legal claims -** Where the processing relates to the establishment or defence of legal claims including legal rights including but not limited to those such as those in relation to benefits, debt, energy and housing. For criminal offence data the same provision is outlined in Data Protection Act 2018, Schedule 1, Part 3 (33).
- **Article 9(2)(g) - substantial public interest (statutory) -** Where our advice, information or guidance relates to a statutory function, such as in our consumer service we rely on Data Protection Act 2018, Schedule 1, (6) 'Statutory etc and government purposes'. This condition also applies to criminal offence data. Processing of information relating to race or ethnicity, religious or philosophical beliefs, health (including disability), and sexual orientation for the purpose of enabling, promoting or maintaining equality of treatment. Specifically we rely on the Data Protection Act 2018, Schedule 1, (8) 'equality of opportunity or treatment'. This substantial public interest category only applies to specific SCD criteria listed above and does not extend to criminal offence data. However criminal offence data is not processed for EDI monitoring.
- **Article 9(2)(g) - substantial public interest (confidential counselling, advice or support) -** Where our advice, information or guidance relates to confidential wellbeing support. For example if supporting a client with issues relating to loneliness. The specific substantial public interest condition we rely on is in Data Protection Act 2018, Schedule 1, (17) 'Counselling etc'. This condition also applies to special category data and criminal offence data.

How we use your data for research, feedback and statistics

This section covers how we use your data to carry out our research, feedback and statistical work.

National Citizens Advice covers their use of data for this purpose in their [privacy notice](#).

How we use your data for fundraising and donations

This section covers how we use your data to carry out our fundraising activities. National Citizens Advice covers their use of data for fundraising in their [privacy notice](#).

How we use your data when using our website

This section covers how we use your data when using our website.

[Using our website - our privacy policy - Citizens Advice](#)

How long we keep your data for

National Citizens Advice is responsible for managing any data in joint client case records. For more information please see their [privacy notice](#).

Data	Purpose	Retention
Client record and Case record (including all attachments)	Advice provision and insurance	6 years from last substantive action such as updating a case note or debt assessment
Individual reason	Where a local office determines a particular individual case record needs to be retained for longer than 6 years, for example due to an increased risk of a legal claim of a particular type.	16 years from last substantive action such as updating a case note or debt assessment
Records that form part of an active inquiry	Section 35(3) of the Inquiries Act 2005 makes it a criminal offence to destroy any document relevant to an Inquiry's work whilst the inquiry is operating and in being.	Retain for the duration of the inquiry.

Data	Purpose	Retention
Safeguarding concerns	Safeguarding concerns - as a disclosure or non-disclosure may result in further action we are legally required to retain information.	16 years from the record of the concern, unless the case is retained further for another purpose.
Funder specified	Particular funders may require that records are held for differing periods depending on the service being delivered.	As agreed by funders.

Third party processors

Third party processors are other organisations that carry out data processing on our behalf. Third party processors don't use data for their own purposes and we have agreements in line with data protection law.

Processor name	Activities	Data hosting location
ICU IT	Organisational IT support - data processor	UK

Your data protection rights

You have rights in relation to your personal data that we hold. Your rights include being able to request:

- Access to copies of your data
- Corrections are made to inaccurate data
- Deletion of your personal data
- Object to how we use your personal data

These rights are not absolute and may not apply in every circumstance. For more information about your rights you can visit the [ICO website](#).

To make a data protection rights request you can do so by emailing admin@ddcab.org.uk.

Raising a concern about how we use your information

If you are concerned about how we have handled your personal information please contact us at admin@ddcab.org.uk.

You can also contact the national charity if you are unhappy with how we have used your personal data or wish to raise a concern about how a local office has handled your personal data. To do so you can email us at

DPO@citizensadvice.org.uk

Contacting the Information Commissioner's Office (ICO)

You can also raise your concern with the Information Commissioner's Office which regulates data protection law in the UK. if you are unhappy with how we have used your personal information. They will normally expect you to have made a complaint to us directly in the first instance.

- [Visit the ICO website.](#)
- Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
- Helpline number: 0303 123 1113