

## Privacy, Website and Copyright Disclaimer Notice

At Citizens Advice Hillingdon 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 UK General Data Protection Regulation and the Data Protection Act 2018.

You can check the main [Citizens Advice policy](#) for how we handle most of your personal information. This page covers how we, as your local charity, handle your information locally in our offices.

### **How Citizens Advice Hillingdon collect your data**

We collect data which you give us voluntarily. We use 'legitimate interest' as the basis for recording your name, address and contact details. Where we collect 'special category' data (such as ethnicity or disability) we use 'substantial public interest' as a lawful basis to record this. When we see you face to face we do this by asking you to sign a consent form.

### **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 (for example, the DWP, the Council, your creditors).

### **How Citizens Advice Hillingdon store your information**

Details of your case, contact details and special category data that you have consented to our recording for the purposes of assisting you are stored on our national Casebook case-recording system.

### **How Citizens Advice Hillingdon share your information**

We also ask for your consent to share your data with relevant third parties where necessary in order to assist you, or where the funder of the service we are assisting you under wants us to do so. We will always explain who we are sharing your data with and why we are sharing it. Organisations that we frequently share data with (with your permission) include Hillingdon council, Hillingdon Law Centre & Pro Bono Solicitors.

### **Contact Citizens Advice Hillingdon about your information**

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

Citizens Advice Hillingdon, The Colonnade, Civic Centre, Uxbridge, UB8 1UW

Email: [info@hillingdoncab.org.uk](mailto:info@hillingdoncab.org.uk) or leave a message on our voicemail box 07498 482 130

### **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 local office (Citizens Advice Hillingdon) are both responsible for keeping your personal information safe and making sure we follow data protection law. This means we're a 'joint data controller' for your personal information. Your local office will record your personal information on a national computer system called Casebook. We have rules and controls to stop people accessing or using your information when they shouldn't.

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](#).**

### **Website disclaimer**

Citizens Advice Hillingdon has tried to ensure that the information on this website is accurate. However, Citizens Advice Hillingdon will not accept liability for any loss, damage or inconvenience arising as a consequence of any use of or the inability to use any information on this website. Citizens Advice Hillingdon endeavours to provide a service of the highest quality. However, we cannot guarantee that our service will be uninterrupted or error-free. We are not responsible for claims brought by third parties arising from your use of this website.

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