

## **Norfolk Community Law Service Privacy Notice**

Your privacy is very important to us at Norfolk Community Law Service (NCLS). We hold and process information to allow us to advise and assist you with your problem or case.

Our Privacy Promise to you:

- We will keep your information secure and confidential
- You are in control of how we use your information – you can opt in or out or change your preferences at any time
- We will ensure that our staff and volunteers know how to manage your information appropriately and in line with regulations
- We will not share your information with anyone else unless you give us signed consent to do so

### **The type of personnel information we collect**

We collect and process the following information:

- Personal identifies, contacts and characteristics (for example, name and contact details)
- Information of protected characteristics under the Equality Act (for example, age, disability and sexual orientation)
- Information relating to the issue you have contacted us about

### **How we get your personal information and how it is used**

Most of the personal information we process is provided to us directly by you.

We use your information to get a clear picture of your situation so that we can provide you with the correct advice and assistance.

When working on your case, and with your permission, we may contact third parties and share information on your behalf to progress your case and provide representation.

If appropriate, and with your permission, we may pass information on to other organisations who may be able to assist you.

We may also use your information in the form of an anonymous case study or client feedback to let people know about the work that we do and when applying for funding to support our services. If we do this none of your personal details will be included.

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting your adviser, calling us on 01603 496623 or emailing [info@ncls.co.uk](mailto:info@ncls.co.uk).

(b) We have a legitimate interest. For example, if you contact us and leave your contact details we will store these so we can return your call.

### **How we keep your records confidential**

We record your information on our secure casework systems and in paper files. These paper files are stored securely and are locked in metal filing cabinets at the end of each day.

After your case is closed we may send your paper file to an off site secure storage facility.

Whilst we will normally only share information we hold about you with other organisations if you give us specific permission to do so, the exception to this would be if that we believe that we have reasons to share which are so important that they override our obligation of confidentiality (e.g. to prevent someone from being seriously harmed).

### **Your right to access the information we hold you on**

You can ask to see the information we hold on you at any time. We will comply with such a request within 1 month.

### **Your right to rectification**

We take reasonable steps to ensure that the information we hold on you is correct. However, if at any time you think that any of our records are inaccurate please let us know and we will change it. We will also notify other organisation we have shared that information with of any changes that need to be made.

### **Your right to erasure**

We keep your information for 7 years following your last contact with us, unless you ask us to destroy it earlier than this.

You can withdraw your consent for us to hold your data at any time - you can do this verbally or in writing. If you withdraw your consent we will destroy your data within 1 month.

Occasionally we would not comply with a request to destroy the information we hold on you. If this happens we will let you know the reasons why and let you know what you can do if you do not agree with this decision.

### **Your right to restriction of processing**

You have the right to ask us to restrict the processing of your personal information in certain circumstances.

### **Your right to object to processing**

You have the the right to object to the processing of your personal information in certain circumstances.

### **Your right to data portability**

You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.