

Advice Space Privacy Notice

This Privacy Notice outlines how Advice Space collects and uses your personal information.

Advice Space is a charity providing free, independent, confidential and impartial advice. We only ask for the information we need and, depending on why you contact us, we may need to collect different types of information about you.

We protect the privacy and personal data as follows;

- we are registered with the Information Commissioner's Office
- the data we hold is processed accordingly with EU General Data Protection Regulation (GDPR)
- internally, we hold Data Protection and Data Security Policies which we review regularly as a part of our internal quality assurance

When we hold your personal information, we don't sell it to anyone and we only share it when you give us a permission, to be able to best assist you.

Advice Space is responsible for keeping your information safe – please look at the table below to see how we keep it safe.

When we outsource services- for example our Case Recording System or Cloud services- we ensure that they are creditable services who will keep your information secure.

If you were a client of Citizens Advice Belfast.

We currently hold information on cases from 2012, securely stored on cloud servers in line with GDPR. These can be accessed by contacting Advice Space on 03001233233.

How we use your information

The main reason we collect your information is to help with your enquiry and represent you in your case. Sometimes, we will need to use it to investigate a complaint, evaluate our service or for training and quality purposes.

How we handle your personal information depends on the reason why you contact us. We will always collect information relevant to what you need from us and to carry out the work of the Organisation. You can always ask us how we use your information.

If you don't want to give us certain information, you don't have to. For example, if you want to stay anonymous, we will only record information about your problem and make sure you're not identified. However- sometimes we can only assist you if you share certain information with us- for example, to complete a form.

We will use the statistical information to help us with lobbying and policy or to demonstrate the work we do. In those cases, we will use anonymised data, meaning that we will not use your personal details, but only describe, for example, type of cases and number of enquiries we got. This is necessary to show the Funders how we assist clients and to continue to receive funding.

Concerns about yours or someone else's safety

- If something you've shared with us makes us think you or someone you know might be at serious risk of harm, we could tell the police or social services.

How we use your information from your job and volunteering application

- to determine whether you have the right skills for the role
- to monitor equality within our workforce and volunteers; this information will always be anonymised

Your rights in relation to information we hold about you

- you can access the personal data we hold about you
- you can ask us to alter any data that is incorrect, out of date or incomplete
- you can ask us to delete your personal data by withdrawing your consent. If you request this, we will explain to you how this impacts the assistance we can provide.

To request a copy of the information we hold on you, please contact patc@advicespace.me

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- Storing your information

We'll store your information securely on our internal systems using encryptions, login- based access and password protection.

How long do we keep the data?

We only keep your data for as long as is necessary and for the purpose(s) for which you provided it to us. We have a legal obligation to store some types of data for a prescribed length of time- this is called Retention Schedule. When we no longer need the data, we securely dispose of it.

Purpose of you contacting us	Type of data	Lawful basis for processing	How we keep it safe and who we share it with
Looking for advice	<p>Full name, address, date of birth, phone no., National Insurance Number, disability, housing status, current welfare benefits, income</p> <p>Special category data: gender, race, ethnicity, religion, health status, sexual orientation</p> <p>Sometimes- details of another family members</p> <p>Details of the services you get that cause your problems- eg. Debt, utilities</p>	<p>Consent – because you give us consent to store your data and to use it to progress your case</p> <p>- We use anonymised data for quality and monitoring purposes</p> <p>Consent - the special category data is used for monitoring purposes and anonymised</p>	<p>We store all data on secure web- based Case Recording system called Advice Pro. The data is held within the UK and is compliant with Information Security Code of Practice ISO27001.</p> <p>We may share your data with another organisation who can assist you better- for example if we aren't able to assist you fully with your enquiry. We will always ask your consent to discuss your case or share your records.</p>
Enquiries about our work	Name, email address, phone no., message	Legitimate Interest – it is necessary to read and store your email so that we can respond to them	Electronic data is stored on internal servers or in the Cloud services.
Being referred as a client from another organisation for advice	Name, contact details, details of your enquiry, DOB, NINO, gender	Consent - you will give consent to an organisation if you are happy that they share your details with us	<p>We use encrypted email messages to receive the referrals.</p> <p>We then record and store your details on secure Advice Pro Case Recording system</p>

Purpose of you contacting us	Type of data	Lawful basis for processing	How we keep it safe and who we share it with
Applying to work or volunteer with us	<p>Name, address, email address, phone no., unspent criminal convictions, references, right to work in UK, NINO, details of previous work and education</p> <p>We may note if you have access needs or a disability to facilitate you</p>	<p>Legitimate Interest – it is necessary we have this information to be able to comply with laws around recruitment</p>	<p>We store your information on login- secured shared files</p> <p>We share some of your information when carrying out Access NI check</p>
Complaining about the Advice Space	<p>Name, which office/ staff member you are complaining about, contact details, details of the complaint- for example, if you are not happy with the advice you have been given, we may need to look at the details of your case</p>	<p>Legitimate Interest- it is necessary for us to have the information to be able to resolve your complaint</p>	<p>We store your information on login—secured shared files</p> <p>If you escalate your complaint to an external independent adjudicator, we will need to share your information with them</p>
Engaging with our FB and Twitter accounts	<p>Your FB/Twitter account name and details you share on our page. Please note our FB page and Twitter account are public, so anyone can see your activity, unless you send us a private message.</p>	<p>Legitimate Interest- we run Twitter and FB accounts to promote the Organisation</p>	<p>We have a limited number of account administrators who can access the page and the access is password protected. Passwords are changed frequently. FB and Twitter have their own security measures to which you agree when you enter a contract with them.</p>

Information Commissioner's Office

If you believe that your data, or any requests that you made regarding your data, have not been handled correctly, you have the right to complain with the Information Commissioner's Office.

You can contact them by calling 0303 123 1114. Or go online to www.ico.org.uk/concerns