



Citizens Advice Havering

Privacy Policy

Background

At Citizens Advice Havering 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 commercial organisations*

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 defend our legal rights - for example, sharing information with our legal advisors if there was a complaint that we gave the wrong advice*
- *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'*

We handle and store your personal information in line with the law - including the General Data Protection Regulation.

You can check the [National Citizens Advice's](#) website 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 Havering collect your data

We collect your data in line with [national policy](#).

What Citizens Advice Havering ask for

We ask for data in line with [national policy](#). In some situations we may need to ask for information about your health or disability. This could be for example:-

- *if you ask us to help you appeal against a decision by the Department for Work and Pensions that you are fit for work, or to argue for greater priority for rehousing on medical grounds by London Borough of Enfield*
- *if you want to make an appointment with an adviser working on a specific project, for example, our Tuberculosis (TB) advice project, we will need to ask if you, or someone in your family, has TB.*

How Citizens Advice Havering use your information

We use your information in line with [national policy](#).

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. Locally we will often need to share information, with your consent, with

- *London Borough of Havering (for example to help you claim Council Tax Support*
- *Department for Work and Pensions (for example to help you appeal against refusal of a national benefit)*
- *A Housing Association such as Swan Housing (for example, if they are your landlord and you have asked us for help with rent arrears)*
- *Staff at Yew Tree Lodge (for example, to tell them to expect you for an appointment).*

How Citizens Advice Havering store your information

We store your information in line with [national policy](#).

In addition, we may store paper information, for example a copy of your tenancy agreement that you have given us to help us advise you, or letters from a creditor that we have been helping you to negotiate with. Any recent paper information that we hold on you is stored in our office in secure filing cabinets which are locked.

How Citizens Advice Havering share your information

We share your data in line with [national policy](#).

We may share information by

- *Telephone – for example, if you ask us to call to check the progress of your application for a Discretionary Housing Payment with the London Borough of Havering*
- *Letter – for example if you ask us to negotiate in writing with creditors (people you owe money to) on your behalf*
- *Email – for example, if you ask us to email a letter to your Housing Association to ask them not to evict you while we try and resolve a benefit problem. In such cases, any sensitive information will be sent in a password protected attachment.*
- *Creating anonymous case studies – for example if the London Borough of Havering asks us to give an example of how we have helped the people using a project they fund. We will alter any information that could identify you.*

Who is responsible for looking after your personal information

The national Citizens Advice charity and your local Citizens Advice operate a system called Casebook to keep your personal information safe. This means they're a 'joint data controller' for your personal information that's stored in our Casebook system. 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

Contact Citizens Advice Havering about your information

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

Telephone: 01708 763531 (Monday and Thursday 10am to 4pm)

Email: reception@haverincab.org.uk

In person on Monday to Friday 10am to 2pm

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*