

Citizens Advice Hampshire Privacy Notice

Citizens Advice Hampshire collects information about you in order to help solve your problems, improve our services and tackle wider issues in society that affect people's lives.

We will use the information for the purposes of coordinating with local Citizens Advice hubs and other organisations which we consider may be able to assist you.

Data Protection legislation requires that we need to have a legal basis for our use of this information.

These include:-

- Complying with the law - for example, if a court orders us to share information.
- Providing information when it is in someone's vital interests for example, sharing information with a paramedic if a client was unwell at our office
- Carrying out our legitimate aims and goals as a charity - for example, to create statistics for our national research.
- Delivering a task in the public interest - for example, delivering a government or local authority service.
- Carrying 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.
- Consent – where none of the other legal bases apply, we will ask you to provide written consent to your information being used or shared. You may Consent may be withdrawn by contacting us at Citizens Advice Hampshire's registered office c/o Wood Hicks, Units 1-2 Warrior Court, 9-11 Mumby Road, Gosport, Hampshire PO12 1BS
- We may share your personal information with organisations in order to provide a service to you. These will include projects such as Kick Start, Home & Well, Surviving Winter, & Macmillan and other new projects. Our Finance Consultant also holds personal data as she manages our payroll.

Our data is held securely in systems supplied by ViccariWheeli Ltd (suppliers of the Refernet system), Microsoft and Google.

We will keep your personal information for as long as it is required in respect of any project we work on and will then securely delete it.

You have legal rights in respect of the personal information we collect from you. These include:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

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 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.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at Citizens Advice Hampshire's registered office c/o Wood Hicks, Units 1-2 Warrior Court, 9-11 Mumby Road, Gosport, Hampshire PO12 1BS if you wish to make a request.

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance at the following email address admin@citahants.org or directly to the Information Commissioner's Office at <https://ico.org.uk/concerns/>