

Citizens Advice Waverley

Privacy Policy

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

You can check our [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 Waverley collect your data

To find out how we collect your data, [see our national Citizens Advice Privacy Policy](#)

What Citizens Advice Waverley ask for

To find out what information we ask for, [see our national Citizens Advice Privacy Policy](#)

How Citizens Advice Waverley use your information

To find out how we use your information, [see our national Citizens Advice privacy policy](#)

We share a report each quarter with our funders, Waverley Borough Council, Godalming Town Council, Farnham Town Council and Cranleigh Parish Council. This includes anonymised statistics (which means you cannot be identified) on the numbers of clients we have seen, and their ethnicity, age, gender and disability. We also share reports annually with the County, Borough and parish councillors. These include anonymised statistics on the number of clients, client profiles and issue types at Ward level

We may use anonymised statistics and composite anonymised client cases for publicising the work of the organisation.

Working on your behalf

When you give us authority to act on your behalf, for example to help you with a Universal Credit claim, or to assist with financial issues we'll need to share information with that third party, for example

- Waverley Borough Council
- Department of Work & Pensions
- Creditors, e.g. Littlewoods, Arrow Global, HMRC, Thames Water, British Gas, Barclaycard

How Citizens Advice Waverley store your information

In addition to storing your information within the national secure case management system, we may also store some of your data within

- Our secure email and IT systems
- locked storage

How Citizens Advice Waverley share your information

If you use a foodbank

We may share your name and address with the provider to allow you to access the service. Your adviser will ask for your permission to do this.

If you share your experience of a health or care provider

We may share an anonymised report of your experience with Health Watch Surrey. This means you cannot be identified and helps their work to protect people who use the health and care services. Your adviser will ask for your consent to do this.

If you use the Free Legal Advice Service

We will share your name, address and the details of your case. Your adviser will ask for your consent to share this information.

If you participate in the Wenceslas Project

We will share your name and address. Your adviser will ask for your consent to share this information.

Contact Citizens Advice Waverley about your information

If you have any questions about how your information is collected or used, you can contact our office, [here](#)

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 Citizens Advice Waverley, your local Citizens Advice, operate a system called Casebook to keep your personal information safe. This means we'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](#).