

Purbeck 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 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 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.

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.

What Citizens Advice Purbeck ask for.

How Citizens Advice Purbeck collect your data

<https://www.citizensadvice.org.uk/about-us/citizens-advice-privacy-policy/your-information/>

Staff and volunteers

When you apply, we collect your personal information through your application form, interview or references so we can process your application.

If you're offered a role, where applicable, we may ask you to fill out a Disclosure and Barring Service (DBS) form as part of mandatory background checks. A DBS form does ask for some personal information as part of the background check process. These forms are stored and processed securely and confidentially by Citizens Advice and DBS. You can [read more about DBS checks and processes](#) on the GOV.UK website.

Other than the DBS, we don't share your information with external organisations - it's only shared internally so that we can review your application.

What information we ask for

We only ask for information which is relevant to the role you're applying for.

We'll collect personal details such as name, address, telephone number and email address, previous job history and experience, qualifications, and any support needs you may have.

We'll also ask for diversity information like your gender, ethnicity and sexual orientation. You don't have to tell us this - if you do, it's always anonymised.

We might collect other information depending on whether you've applied for a staff or volunteer role.

You've applied for a staff role

If we offer you a position, we'll ask for:

- references for your previous and current work
- proof of your right to work in the UK, like a valid UK passport or visa
- your national insurance number and P45
- your bank details, so we can pay you

On rare occasions, where it's needed for the role, we might contact the DBS for a criminal record check. Once the DBS check is completed and you've received your certificate, we'd expect you to share this information with us as part of the the background check process.

This information would include your name, address, contact details, position applied for and anything else disclosed on your DBS check.

Before we ask for your permission, we'll always explain how we use your information.

How Citizens Advice Purbeck use your information

To find out how we use your information, see our national Citizens Advice privacy policy:

<https://www.citizensadvice.org.uk/about-us/citizens-advice-privacy-policy/your-information/>

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 process staff salaries, we'll need to share information with that third party.

How Citizens Advice Purbeck store your information

Google Cloud

Locked Filing Cabinet

Secure external archive storage unit.

How Citizens Advice Purbeck share your information

<https://www.citizensadvice.org.uk/about-us/citizens-advice-privacy-policy/your-information/>

Contact Citizens Advice Purbeck about your information

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

Telephone: 01929 550328

Email: servicemanager@purbeck.cabnet.org.uk

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 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](#).