



Radcliffe-on-Trent Advice Centre
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Radcliffe on Trent Advice Centre & Bingham Advice Service

Privacy Notice

Radcliffe on Trent Advice Centre & Bingham Advice Service take the protection of the data that we hold about you as a Client seriously and will ensure that the data you provide is processed in accordance with data protection legislation.

Please read the full privacy notice below carefully to see how Radcliffe on Trent Advice Centre & Bingham Advice Service will treat the personal information that you provide to us.

Radcliffe on Trent Advice Centre & Bingham Advice Service take the protection of the data we hold about you as a Client seriously and are committed to respecting your privacy. This notice is to explain how we may use personal information we collect and how we comply with the law on data protection, what your rights are.

Categories of personal data we collect –

- Name and date of birth
- Contact details
- Medical information
- Disability information
- DWP forms
- Financial information
- Other information relating to the specific issues raised by the Client

Our sources of the personal data

We obtain personal data from:

- The Client
- Organisations and Individuals we have contacted with the specific consent of the Client.

Automated decisions we may take

None

Purposes for which we process personal data

Radcliffe on Trent Advice Centre & Bingham Advice Service will process the personal data for:

- Resolving or, providing advice for the Client to resolve, the issues being raised
- Providing statistical evidence relating to the spread of issues, number of Clients, etc. (Such information will not identify any individual Client)
- For quality and improvement monitoring

Who we will disclose your personal data to

- Volunteers who work at Advice Centre & Bingham Advice Services to ensure the delivery of effective advice and support.
- Appropriate third parties ONLY WITH THE PRIOR CONSENT of the Client

Legal basis for processing your personal data

The legal basis for the collection and processing of your personal data is:

- for administration and service delivery purposes
- that it is necessary for our legitimate interests which are to provide quality, independent, confidential advice and support to Clients

Your right to withdraw consent

Where you have given your consent to any processing of personal data, you have the right to withdraw that consent at any time. If you do, it will not affect the lawfulness of any processing for which we had consent prior to your withdrawing it.

Location of your personal data

Radcliffe on Trent Advice Centre & Bingham Advice Service will keep your personal data within the European Economic Area.

How long we will keep your personal data for

We will not retain your personal data for longer than is reasonable and necessary for the purposes for which it was collected.

We shall retain your personal data for such time as you are a Client with **Radcliffe on Trent Advice Centre & Bingham Advice Service**.

1 (one) year after you cease to be a Client of Radcliffe on Trent Advice Centre & Bingham Advice Service we shall delete your data.

Once a case is complete, Clients may request the return of all documents and the removal of all data at that time.

Your rights in respect of your personal data

You have the right of access to your personal data and, in some cases, to require us to restrict, erase or rectify it or to object to our processing it, and the right of data portability.

Radcliffe on Trent Advice Centre & Bingham Advice Service responsibility of records

The responsibility of keeping Client information will be shared between the Secretary and Chair of the Management Committee.