

# Privacy Policy

## Who we are

**Kirklees Citizens Advice & Law Centre** ('we' or 'us' or 'our') gather and process your personal information in accordance with this privacy policy and in compliance with the relevant data protection regulation and laws. This notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data. **Kirklees Citizens Advice & Law Centre** registered office is at Units 11 - 12, Empire House, Dewsbury, WF12 8DJ and we are a company registered in England and Wales under company number **04259550**. **Kirklees Citizens Advice & Law Centre** is registered on the Information Commissioner's Office Register; registration number **Z6333467**, and act as the data controller when processing your data. **Kirklees Law Centre** is registered on the Information Commissioner's Office Register; registration number **Z9821213**, and act as the data controller when processing your data. Our designated Data Protection Officer is our Compliance Manager, who can be contacted at [manager@kcalc.org.uk](mailto:manager@kcalc.org.uk).

## Information we collect

**Kirklees Citizens Advice & Law Centre** processes your personal information to meet our legal, statutory and contractual obligations and to provide you with our services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice.

Initial personal data we collect is:

- Name
- Address
- Email
- Telephone Number

We collect information using website online forms or interviews. The information will be recorded in our case management systems, feedback or volunteer databases.

Depending on the nature of your request and the assistance we offer, we may need to collect additional information.

## How we use your personal data

**Kirklees Citizens Advice & Law Centre** takes your privacy very seriously and will never disclose or share your data without your prior consent; unless required to do so by law. We only retain your data for as long as is necessary and for the purposes specified in this notice. The purposes and reasons for processing your personal data are detailed below:

- In the performance of our advice service.
- Recording and processing your application for employment.
- Recording and processing your application to volunteer with the organisation.

## Your rights

You have the right to access any personal information that **Kirklees Citizens Advice & Law Centre** processes about you. A request in writing should be forwarded to the:

Compliance Manager  
Kirklees Citizens Advice & Law Centre  
Unit 11/12, Empire House  
Dewsbury  
WF12 8DJ

The following will be provided:

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You have the right to request erasure of your personal data or to restrict processing (where applicable) in accordance with the data protection laws. In some cases this is not possible and you will be informed of the reason.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

## Who do we share your personal data with?

In order to complete your order we may need to share some of your personal information with some third parties. We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement. All processors acting on our behalf only process your data in accordance with instructions from us and comply fully with this privacy policy, the data protection laws and any other appropriate confidentiality and security measures.

## Safeguarding measures

**Kirklees Citizens Advice & Law Centre** takes your privacy seriously and takes every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, including, but not limited to:

- SSL encryption
- Restricted access
- IT authentication
- Firewalls
- Anti-virus/malware
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## Consequences of not providing your data

You are not obligated to provide your personal information to **Kirklees Citizens Advice & Law Centre**, however, as this information is required for us to provide you with our services, and we may not be able to offer all of our services without it.

## How long do we keep your data?

**Kirklees Citizens Advice & Law Centre** only ever retains personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. Unless informed otherwise (for example employment application forms retained for 6 months). We are required under UK law to keep your basic personal data (name, address, contact details) on our case management system and where applicable hard copy files for 6 years on completion of your case, after which time it will be destroyed.

## Making a complaint

**Kirklees Citizens Advice & Law Centre** only processes your personal information in compliance with this privacy policy and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the Information Commissioner's Office who are the supervisory authority. [Click here to contact the Information Commissioner's Office](#).

## Other websites

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.