

## Contact us

If you want help or would like to know more about how we use your data, please contact us.

If you're unhappy with how we hold information please contact the manager. Or you can use the complaints procedure on the Citizens Advice website:

 [citizensadvice.org.uk/complaints-procedure](https://citizensadvice.org.uk/complaints-procedure)

## Citizens Advice helps people find a way forward

We provide free, confidential and independent advice to help people overcome their problems.

We are a voice for our clients and consumers on the issues that matter to them.

We value diversity, champion equality and challenge discrimination. We're here for everyone.

[citizensadvice.org.uk](https://citizensadvice.org.uk)



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Citizens Advice is an operating name of The National Association of Citizens Advice Bureaux. Registered charity number 279057.

# How we look after information you give us

Our information charter



This leaflet explains how we look after your personal information.

## **We collect and store information from you to:**

- give you the right advice
- find your details if you need another service
- share with our partners so they can help you (we will ask you first)
- inform our research and campaigns
- share with funders to show the impact of the work we do
- find your details however you contact us

## **When we ask for personal information, we promise to:**

- make sure you know why we need it and how it will be used
- let you decide what you want to tell us
- consider how a use of your data might affect you, and get your consent where needed

## **When using your information, we will:**

- keep it safe and make sure nobody sees it who should not
- take it very seriously if your information is not used properly or kept safe
- follow data protection laws that protect how information about you is used
- not share information without your permission, unless required to do so by law or it is the right and necessary thing to do
- not sell your personal information to commercial organisations for our gain

For further information, speak to your local Citizens Advice or see our privacy policy:

 [citizensadvice.org.uk/privacy-policy](https://citizensadvice.org.uk/privacy-policy)

## **Your rights**

You can find out if we hold any personal information about you by making a request to us. If we do hold information about you, you can request we:

- give you a description of it
- tell you why we are holding it and how we're using it
- tell you who could see it
- give you a copy of the information we hold about you
- delete or stop using your data, if you ask us to
- update or change your information
- let you move your data elsewhere or from elsewhere to us

