

Dalkeith CAB

Privacy Notice



1. Introduction

- 1.1 Dalkeith & District Citizens Advice Bureau (CAB) is a registered Data Controller with the Information Commissioner's Office (ICO). Our registration number is Z692996X.
- 1.2 This Privacy Notice describes how we collect and process the personal data of people who engage with our Bureau. It also explains people's rights and how to contact us.
- 1.3 Please send any questions about how we use personal information to bureau@dalkeithcab.org.uk.

2. About Us

- 2.1 Citizens Advice Bureaux in Scotland along with Citizens Advice Scotland form Scotland's largest independent advice network. We are charities working across Scotland. Our advice is available to everyone and is free, independent, confidential and impartial. We also advocate for changes to legislation and social policy that will improve people's circumstances locally and across Scotland.
- 2.2 The Bureau is a member of the Scottish Association of Citizens Advice Bureaux (operating as Citizens Advice Scotland or CAS), a network of 59 individual Citizens Advice Bureaux. Bureaux use a case management system called CASTLE and are Joint Controllers for the personal data held on systems managed by CAS. You can find more information on the CAS Privacy Notice.

3. Information we collect about you

- 3.1 Personal data is any information that identifies or relates to a specific person. This may include:
 - 3.1.1 Personal details such as name, contact information, and date of birth
 - 3.1.2 Details about your enquiry
 - 3.1.3 Information about your circumstances such as financial circumstances, benefits you receive, employment and housing status
 - 3.1.4 Demographics data that you provide us with
 - 3.1.5 If you have agreed to be contacted for feedback or communications
 - 3.1.6 Personal data of people in your household, for example, if you have children or are a carer
 - 3.1.7 If someone is seeking advice on your behalf, we may collect their details too
 - 3.1.8 Details of your donation, if you donate to us

Dalkeith & District Citizens Advice Bureau, 8 Buccleuch Street, Dalkeith, Midlothian EH22 1HA
Tel. 0131 660 1636, Email: bureau@dalkeithcab.org.uk. Web: www.DalkeithCAB.org.uk

Scottish registered charity no. SC 000593. Company Limited by Guarantee in Scotland, no. SC 332676.
Authorised and regulated by the Financial Conduct Authority to provide debt advice. FC ref. no. FRN 617446

- 3.2** We may also collect special category data or other sensitive information when necessary:
 - 3.2.1** Information that may inform the advice we provide, such as health conditions
 - 3.2.2** Demographics data that you provide us with
 - 3.2.3** Criminal activity data that may inform the advice and support we provide
- 3.3** If you do not want us to keep a record of the advice we provide, we can help you as best we can, but advice will be limited and general rather than specific to your circumstances.

4. How we collect your information

- 4.1** We may collect your information:
 - 4.1.1** When you contact us including in person, by phone, videocall, webchat, email, letter or through our website
 - 4.1.2** From systems we use to support our work, such as appointment booking systems
 - 4.1.3** When you, or a third party, provides us with documentation
 - 4.1.4** From an organisation that referred you
 - 4.1.5** From someone acting on your behalf
 - 4.1.6** When you complete a survey or provide us feedback
 - 4.1.7** on CCTV when you attend our premises
 - 4.1.8** via cookies on our website
 - 4.1.9** when you make a donation to us, including through fundraising sites, such as JustGiving
- 4.2** We use social media to raise awareness of our services and promote our impact, and we are occasionally contacted this way with queries. To protect your personal information, we encourage you to contact us via other methods and we will seek agreement from you to transfer your personal information from social media to our systems.

5. How we use your information

- 5.1** We may use your information to:
 - 5.1.1** Contact you to support with your enquiry and explain how we can help
 - 5.1.2** Keep a record of our conversations and actions to inform your advice and support needs
 - 5.1.3** Support you in accessing our services, such as through British Sign Language or interpretation services
 - 5.1.4** Keep records for audit, standards, and insurance purposes
 - 5.1.5** Share information with other organisations, such as for referrals
 - 5.1.6** Report statistics or anonymised case studies to funders

- 5.1.7 Develop and improve our services
 - 5.1.8 Manage donations
 - 5.1.9 Send communications
 - 5.1.10 Ask for your feedback on our services
- 5.2 We may also use your data to monitor the issues that are impacting the people we help. This informs our work advocating for changes to legislation and social policy. We do this through data analysis; however, we may use your experiences to inform our case studies. These will be anonymised. Occasionally we may ask to share your story to bring awareness to an issue, we will only do this when you have given consent.

6. Our lawful basis for using your information

- 6.1 We only process your personal data when there is a lawful basis for us doing so. We may rely upon:
- 6.1.1 legitimate interests, such as for maintaining records of advice and support, to defend legal claims, and to maintain a high-quality service
 - 6.1.2 public task, when we are delivering a statutory service
 - 6.1.3 legal obligation, when we need to process your data to meet a legal obligation
 - 6.1.4 your consent, such as when we contact you for feedback or refer you to another support organisation
- 6.2 Where we process special category data (such as health information), we may rely upon:
- 6.2.1 substantial public interest conditions
 - 6.2.2 defence of legal claims
 - 6.2.3 archiving, research and statistics
 - 6.2.4 your explicit consent
- 6.3 When relying on substantial public interest conditions in Schedule 1 Part 2 of the DPA 2018 we are required to have an [Appropriate Policy Document](#) in place

7. Who we share your information with

- 7.1 We only share your personal data when necessary and in line with data protection laws.
- 7.1.1 if we need to share your information with CAS or other Bureaux
 - 7.1.2 with professional advisors such as insurers and legal professionals
 - 7.1.3 with auditors to maintain standards, such as for CAS Membership Standards audits, or with the Scottish Legal Aid Board (SLAB) for Scottish National Standards accreditation
 - 7.1.4 with funders as part of audit and compliance, or for research and reporting purposes. We anonymise this where possible
 - 7.1.5 to meet any legal and regulatory obligations

11.2 You can:

11.2.1 Request a copy of your personal information

11.2.2 Ask us to update anything that's no longer accurate

11.2.3 Request that we delete your personal data. There are some exceptions, and we may need to keep some of your data, for example to defend legal claims

11.2.4 Object to how we use data in some situations

11.2.5 Withdraw your consent

11.3 We do not use any automation or profiling to make decisions.

11.4 If you're unhappy with how we have handled your data, please refer to our CAB [complaints process](#) in the first instance. If after following the process you are still unhappy with how we have handled your data, you can submit a complaint to the Information Commissioner's Office by visiting www.ico.org.uk.