

In the light of the recent outbreak of COVID-19 in the UK we have suspended all face-to-face advice from our offices at Martin Snape House and our outreach at Gosport Discovery Centre until further notice.

We will continue to provide our service through means of telephone and digital advice such as emails or webchat, details of which appear below. We are trying to maintain a relatively normal service in these unique circumstances however there may be some delay in getting back to you. Please rest assured that our team are dedicated to providing the best possible service although there will inevitably be some disruption.

Our main telephone number will direct you to the service you require. Please call 02392 520112 and choose which option suits you best.

Alternatively, please go to our website where you can find advice and information on a wide range of subjects, including COVID-19. Our website can be found at <https://www.gosportcab.org.uk/>

### **Telephone Advice**

**General advice:** call Adviceline on 03444 111 306 (Monday – Friday, 9am to 4pm)

**Problems with goods and services:** call our [Consumer helpline](#) on 0808 223 1133 (Monday – Friday, 9am to 5pm)

**Universal Credit help to claim:** call our [Help to Claim helpline](#): 0800 1448 444 (Monday – Friday, 8am to 6pm)

**Victim of a scam:** call our [Scams Helpline](#) on 0808 250 5050 (Monday – Friday, 9am to 5pm)

### **Email advice**

To receive advice by email, send your email to [advice@gosport.cabnet.org.uk](mailto:advice@gosport.cabnet.org.uk)

### **Chat to us online**

You can also chat online to one of our advisers through our [normal webchat service](#). Here we cover debt issues and much more.

### **How we use your information**

At Citizens Advice Gosport 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 carry out our legitimate aims and goals as a charity – for example, to create statistics for our national research. This is called 'legitimate interests'
- 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'
- 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 and in line with our [Citizens Advice policy](#).