

Privacy Policy

You can read the national Citizens Advice Privacy Policy by clicking [here](#).

Citizens Advice Gosport Privacy Policy

Citizens Advice Gosport collect and use your personal information to enable us to fulfil our aims which are:

- To provide the advice people need for the problems they face and equally
- To improve the policies and practices that affect people's lives

We only ask you for the information we need. We will always ask you to decide what information you are happy to share with us, explain why we need it and treat all information 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 anyone

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 comply with the law - for example, if a court orders us to share information.
- to protect someone's life - for example, sharing information with a paramedic if a client was unwell at our office.
- to carry out our legitimate aims and goals as a charity - for example, to create statistics for our national research.
- 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.
- 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.
- to defend our legal rights - for example, sharing information with our legal advisers.

We store and process your personal information in line with the law which includes the General Data Protection Regulations and the Data Protection Act 2018.

For further details on how your personal information will be handled please go to our [main Citizens Advice policy](#).

This information covers how Citizens Advice Gosport handles your information within our office.

How does Citizens Advice Gosport collect your data

We collect your data in the same way as described in the national Citizens Advice privacy policy.

If we need to record information about you to help with your enquiry we will ask you give consent to our holding that information. If you want more information about how we will use your data, please see our national [Citizens Advice privacy policy](#)

We will also ask for your explicit consent to store and use your data which is regarded as "special category" data. This includes details of your ethnicity, religion, health conditions, sexual orientation, trade union membership and political opinion.

All of the information you give us is kept safely within our secure case management system.

What information do Citizens Advice Gosport ask for

To find out what information we ask for, [see our national Citizens Advice privacy policy](#)

How Citizens Advice Gosport uses your information

To find out how we use your information, [see our national Citizens Advice privacy policy](#)

Working for you

When you give us authority to act on your behalf, for example to help you with a benefit claim, we may need to share information with that a third party.

We might share your information with a local food bank in order to get you a food parcel, or Gosport Borough Council to help sort out your Council Tax. We will only share this with your knowledge and consent.

How Citizens Advice Gosport stores your information

All information is stored within a Citizens Advice case management system called Casebook. We can only access that information if we have a legitimate reason to do so.

How Citizens Advice Gosport shares your information

If it is in your best interests to be referred to another organisation then we will ask for your consent to share your information. We will only share the information that is necessary for that referral.

We are an independent local Charity and need to share anonymous statistics to report to our funders about the work we do. In order to maintain our presence in the community we need to be able to show the impact of our advice within Gosport. We would be unable to do that if we did not collect personal information. We will not share any identifiable personal information with our funders without your express consent.

Contact Citizens Advice Gosport about your information

If you have any questions about how your information is collected or used, you can contact our office.

Write to us at our office at 96 Pavilion Way, Gosport PO12 1GE

Telephone: 02392 520112 Email: admin@gosportcab.cabnet.org.uk

You can contact us to:

- find out what personal information we hold about you
- correct your information if it's wrong, out of date or incomplete
- request we delete your information
- ask us to limit what we do with your data - for example, ask us not to share it if you haven't asked us already
- ask us to give you a copy of the data we hold in a format you can use to transfer it to another service
- ask us stop using your information

Who is responsible for looking after your personal information

The national Citizens Advice charity and your local Citizens Advice operate a system called Casebook to keep your personal information safe. This means they are a 'joint data controller' for your personal information that's stored in our Casebook system.

Each local Citizens Advice is an independent charity, and a member of the national Citizens Advice charity. The Citizens Advice membership agreement also requires that the use of your information complies with data protection law.

Citizens Advice Gosport is registered with the Information Commissioner's Office.

You can [find out more about your data rights on the Information Commissioner's website](#).