



Wiltshire Citizens Advice Privacy Policy

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1. Purpose

At Citizens Advice, 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 anyone

We collect and use the details you give us so we can help you. We have a 'legitimate interest' to do this under data protection law. This means it lets us carry out our aims and goals as an organisation. We'll always explain how we use your information.

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. 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'
- 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'
- 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 the Data Protection Act 2018.

You can check our main [Citizens Advice policy](#) for how we handle most of your personal information.

This page covers how we, as your local charity, handle your information locally in our offices.

2. How Wiltshire Citizens Advice collect your data

To find out how we collect your data, please refer to [Citizens Advice Policy](#).

If another organisation has referred you to us, they'll send us your information using a referral form. They'll get your permission before sending us your information.

3. What Wiltshire Citizens Advice will ask for

To find out what information we ask for please refer to [Citizens Advice Policy](#).

4. How Wiltshire Citizens Advice use your information

To find out how we use your information please refer to [Citizens Advice Policy](#)

5. Working on your behalf

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

We commonly share information with Wiltshire Council, GreenSquareAccord, Sovereign Housing, other local housing associations, Wessex Water, DWP, Macmillan, and Food Banks, but this is not an exhaustive list.

6. How Wiltshire Citizens Advice store your information

Some information is recorded within the cloud-based Google Drives of the dedicated project Google accounts, which also have a spreadsheet tracking work in progress.

7. How Wiltshire Citizens Advice share your information

To find out how we share your information, please refer to [Citizens Advice Policy](#) We might also occasionally share information with funders.

8. Contact Wiltshire Citizens Advice about your information

If you have any questions about how your information is collected or used, you can contact our office. Telephone: 0808 278 995 open Monday to Friday 9am-5pm

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 to stop using your information

9. Who's responsible for looking after your personal information

The national Citizens Advice charity and Wiltshire Citizens Advice operate a system called Casebook to keep your personal information safe. This means they're 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.

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

10. Applying for a job or to be a Volunteer

When you apply to Wiltshire Citizens Advice we collect your personal information through your application form, interview or references so that we can process your application.

11. What information Wiltshire Citizens Advice asks for

We only ask for information that is relevant to the role you are applying for.

12. How Wiltshire Citizens Advice collect your data

We collect personal details such as name, address, telephone number, e-mail address, previous job history and experience, qualifications, and any support needs you may have. We also ask for diversity information like your gender, ethnicity and sexual orientation. You don't have to tell us this - if you do it is always anonymised. We might collect other information depending on whether you've applied for a staff or volunteer role.

13. If you have applied for a staff role

If we offer you a position, we will ask for:

- references for your previous and current employer
- proof of your right to work in the UK, like a valid UK passport or visa
- your national insurance number and P45
- your bank details so that we can pay you

If you are offered a role, where applicable, we may ask you to complete a Disclosure and Barring Service (DBS) form as part of mandatory background checks. A DBS form asks for some personal information as part of the background check process. Further information is available at the government website [DBS](#).

14. If you have applied to volunteer for Wiltshire Citizens Advice

We will ask your referees about your previous and current work and experience if we offer you a volunteering position.

15. How Wiltshire Citizens Advice use your information

We will use the information you provide to determine whether you have the right skills for the role. We will use demographic information to ensure we employ a diverse workforce and volunteer community.

Staff who access your information have received information protection training to ensure that it is handled sensitively and securely.

16. How Wiltshire Citizens Advice store your information

We keep your information securely on internal systems.