

Privacy Notice

At Citizens Advice Nottinghamshire Central and South, 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.

This privacy notice explains how we use your information and what your rights are. We handle and store your personal information in line with data protection laws including Data Protection Act 2018, UK GDPR, Privacy and Electronic Communications Regulation 2003, Data Use and Access Act 2025 and our confidentiality policy. The following pages tell you more about how we use your information in more detail.

Our network

Citizens Advice is a membership organisation made up of the national Citizens Advice charity and many local offices that are independent charities across England and Wales, including Citizens Advice Nottinghamshire Central and South.

All members of the Citizens Advice network are responsible for keeping your personal information safe and making sure data protection law is followed.

Members of the network also run some jointly designed services and use some of the same systems to process your personal data. In these instances we are joint data controllers for these activities.

Jointly controlled data

All offices in the Citizens Advice network use some joint systems to carry out our activities. These include joint case management systems, telephony platforms and more.

Staff from a different local Citizens Advice can only access your personal information in a joint system if they have a good reason. For example when:

- you go to a different office to seek advice
- more than one office is working together in partnership
- they need to investigate a complaint or incident

We have rules and controls in place to stop people accessing or using your information when they shouldn't.

Tell an adviser if you're worried about your details being on a national system. We'll work with you to take extra steps to protect your information - for example by recording your problem without using your name.

National Citizens Advice has a [privacy notice](#) available on their website that covers general advice and nationally managed systems and advice programmes, including our case management systems. This privacy notice covers the processing we carry out in our office.

How we use your data for advice

How we collect your information

We will collect your data in different way depending on how you access our service, including:

- In person, for example when you visit our offices or go to another location
- Over the phone
- If you complete either a digital/online form on our website or a paper form
- By email
- By webchat
- By being referred to us by another organisation. If this happens you should be told you are being referred.

What information we collect

To support your enquiry we collect information about you and your circumstances. This may include:

- your name and contact details (address/email/phone number) - you can ask to remain unnamed but this may limit the advice we are able to provide
- profile information such as your date of birth and whether you have any accessibility requirements

You may also be asked to provide demographic information. This will not affect the advice you receive and will be used to understand more about our service.

We will also collect information about your issue which could help us provide you with advice which can include:

- information about your finances - for example your income, expenditure, debts
- credit reports - we may get copies of your credit history with your permission
- details of the products or services you are having issues with
- details of your housing such as your rent, mortgage and housing conditions
- information about your health or disability
- details of any discrimination you face
- if necessary, information about members of your household

If you contact us by phone for certain services including Help to Claim and Consumer Energy Debt Advice we will also record the phone call for training and monitoring purposes.

What we use your information for

The main reason we ask for your information is to help solve your problem by giving you advice, guidance and information. We also use the information you give us to:

- stay in touch with you about the advice we are providing
- training and quality purposes
- investigate complaints
- get feedback from you to help us improve our services
- address the root causes of issues our clients are experiencing
- share stories about your experience with us, with your permission
- carry out legal obligations, including safeguarding and fraud prevention in certain situations

We may also record any unacceptable behaviour from clients if we deem this to cause disruption to our service or threaten the wellbeing of our staff, volunteers or any other person.

Our confidentiality policy

At Citizens Advice we have a confidentiality policy which states that anything you tell us as part of advice will not be shared outside of the Citizens Advice network unless you provide your permission for us to do so.

There are some exceptions to this, such as needing to share:

- to prevent an immediate risk of harm to an individual
- in select circumstances if it is in the best interests of the client
- where we are compelled to do so by law (e.g. meeting statutory disclosures)
- where there is an overriding public interest such as to prevent harm against someone or to investigate a crime
- to defend against a complaint or legal claim
- to protect our name and reputation for example to provide our side of a story reported in the press
- where we provide a service with another organisation using a joint system

Who we share your information with

Organisations we share your data with must store and use your data in line with data protection law. If 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 third parties, for example: the Department for Work and Pensions. Our main referral partners are:

- Local Authority Councils
- Equation
- Futures
- Standguide
- Notts Energy Partnership

We will usually only share anonymised information with funders. There are exceptions to this for joint services delivered with a partner organisation where we have to use a joint system. Where this is the case you will always be advised of this when you are seeking advice.

- **Money and Pensions Service Collection of your personal data (Leicester Community Advice and Law Centre)**

We collect your personal information on a joint system so that we can help you with advice, other kinds of support and to monitor the service we provide. If you'd like more information or would like to object about how the Money and Pensions Service use your data please visit:

<https://moneyandpensionsservice.org.uk/privacy-notice/>

- **Change Grow Live (CGL)**

You will have been referred to Citizens Advice Nottinghamshire Central and South from CGL. We will then share information about you with CGL that is limited to any updates about your name, contact details and the areas of advice we supported you with, to help CGL to provide you with further support.

- **Mediation Service with Broxtowe Youth Homelessness**

The Mediation Partnership Project uses a joint system to record personal client data. We are joint Data controllers for the personal data stored in this system with Broxtowe Youth Homelessness. We use personal data provided by clients in the course of seeking mediation.

- **Nottinghamshire MIND**

You may have been referred to Citizens Advice Nottinghamshire Central and South from Nottinghamshire MIND. We will then share information about you with Nottinghamshire MIND that is limited to any updates about your name, contact details and the areas of advice we supported you with, to help Nottinghamshire MIND to provide you with further support. We may refer you to Nottinghamshire MIND if we think this will benefit you and you meet the criteria for the joint project. We will seek your consent to make a referral.

- **NHS**

In certain situations we may share your personal and special category data with the NHS where this is assessed as being in your best interests or we have a specific project in place. In most situations we will seek your consent to make a referral.

Our lawful basis for using your information

Other than 'Legitimate interest' for collecting and using your personal data there are several other legal conditions we may rely on:

- Legal obligation
- Consent
- Public task
- Vital interest

We rely on three main other legal conditions when we process your special category data or information for advice purposes. These are :-

- Establishment, exercise or defence of legal claims - This includes establishing legal rights including, but not limited to, those such as in relation to housing, benefits, and debt solutions.
- Substantial Public Interest - statutory basis - when delivering advice laid down in law.
- Substantial Public Interest - provision of confidential counselling, advice or support - when delivering more welfare focused advice that doesn't relate to legal rights and isn't laid down in law.

We occasionally carry out processing of special category data which isn't related to advice provision. The lawful basis we rely on will be dependent on the purpose we are using the information for. An example of this is Equality, Diversity and Inclusion data processing where we use the legal condition - Substantial Public Interest - equality of opportunity or treatment. Or in the case of an emergency situation we may use vital interests - where a person's life may be in danger and use of special category data is necessary.

How we use your data for research, feedback and statistics

This section covers how we use your data to carry out our research, feedback and statistical work. National Citizens Advice covers their use of data for this purpose in their [privacy notice](#).

How we collect your information

We carry out research and statistics using data from a number of sources including:

- Directly from our client case data - we use client case information you provide to carry out research and produce statistical information
- surveys and questionnaires - we have specific questionnaires and surveys to get data on specific topics
- focus groups and studies - we invite key stakeholders, including clients to take part in studies and discussions

We will only contact you directly about research and feedback if you have given your permission for us to do so.

What information we collect

We use a wide range of information which can include:

- information about the issues you sought advice or guidance about
- your demographic information such as what area of the country you live in, your age or any minoritised groups you identify with
- your opinions about our service or themes relevant to them such as benefits or housing

What we use your information for

We use our research and statistics to inform our campaigns, to improve our Service and report to funders. This includes work to promote equity, diversity and inclusion within our service and society as a whole.

We will not use any of this data in a way that identifies you or to make a decision about you as part of our research unless you give us your permission to do so.

Sometimes we like to include real client stories in our campaigns, if we want to use your story in a way that you can be identified we will only do so with your permission.

Who we share your information with

We will not share directly identifiable information about you outside of Citizens Advice unless:

- we employ a third party to carry out research on our behalf; or
- you give your permission for us to do so

We may share anonymised data sets with partners to allow them to do their own research. For example we may share data sets with identifiers such as names, addresses, contact details removed.

Our lawful basis for using your information

- Legitimate interest
- Substantial public interest

- Consent

How we use your data for fundraising and donations

This section covers how we use your data to carry out our fundraising activities.

National Citizens Advice covers their use of data for fundraising in their [privacy notice](#).

We gather information about donors directly and through third parties. For example you may choose to donate directly by direct debit or through a third party such as Just Giving or Easy Fundraising.

What information we collect will depend on the method you have used to donate, for example if you donate directly we will process your name, contact details and bank details.

We use your information to process your donation and to ensure compliance and prevent fraud. We will not share your information outside of our service unless we are required to do so to:

- legal obligation, including providing tax and gift aid information to HMRC
- to prevent fraud and assist police enquiries
- to protect your safety or the safety of others

Our lawful basis for using your information

Legitimate interest - we have a legitimate interest to raise funds for the organisation.

Legal obligations where we are legally obliged to process personal data.

How we use your data when using our website

To give you the best possible experience on our website, we use cookies—small data files stored on your device.

[Information about our use of cookies](#)

Our websites uses cookies to distinguish you from other users of our websites. This helps us to provide you with a good experience when you browse our websites and also allows us to improve our sites. By continuing to browse our sites, you are agreeing to our use of cookies.

Should you wish to change your cookie consent preferences at a later stage, you can do so by clicking on the cookie banner.

What are Cookies?

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive.

What types of Cookies are on our websites?

We use the following cookies:

Strictly Necessary Cookies - These cookies are necessary for the website to function and cannot be switched off in our systems. They are usually only set in response to actions made by you which amount to a request for services, such as setting your privacy preferences, logging in or filling in forms. You can set your browser to block or alert you about these cookies, but some parts of the site will not then work. These cookies do not store any personally identifiable information.

Targeting Cookies - These cookies may be set through our site by our advertising partners. They may be used by those companies to build a profile of your interests and show you relevant adverts on other sites. They do not store directly personal

information, but are based on uniquely identifying your browser and internet device. If you do not allow these cookies, you will experience less targeted advertising.

Performance Cookies - These cookies allow us to count visits and traffic sources so we can measure and improve the performance of our site. They help us to know which pages are the most and least popular and see how visitors move around the site. All information these cookies collect is aggregated and therefore anonymous. If you do not allow these cookies we will not know when you have visited our site, and will not be able to monitor its performance.

How long we keep your data for

National Citizens Advice is responsible for managing any data in joint client case records. For more information please see their [privacy notice](#). For client data held in the joint system with Money and Pension service we also adhere to their data retention requirements, more information can be found [here](#)

The Mediation Partnership Project uses a system called Charity Log to record client data. We are joint Data controllers for the personal data stored in this system with Broxtowe Youth Homelessness. Client data is retained for 5 years unless subject to other statutory regulations.

Third party processors

Third party processors are other organisations that carry out data processing on our behalf. Third party processors don't use data for their own purposes and we have agreements in line with data protection law.

Processor name	Activities
Orbits IT	IT system provider
20i Limited	Website host
Ionos	Website host
Google	Email and cloud storage architecture
Microsoft	Office 365 productivity suite, cloud storage and internal communications

Your data protection rights

You have rights in relation to your personal data that we hold. Your rights include being able to request:

- Access to copies of your data
- Corrections are made to inaccurate data
- Deletion of your personal data



Object to how we use your personal data

These rights are not absolute and may not apply in every circumstance. For more information about your rights you can visit the [ICO website](#).

To make a data protection rights request you can do so by emailing gdpr@ca-centralnotts.org.uk

Raising a concern about how we use your information

If you are concerned about how we have handled your personal information please contact us at gdpr@ca-centralnotts.org.uk.

You can also contact the national charity if you are unhappy with how we have used your personal data or wish to raise a concern about how a local office has handled your personal data. To do so you can email us at DPO@citizensadvice.org.uk

Contacting the Information Commissioner's Office (ICO)

You can also raise your concern with the Information Commissioner's Office which regulates data protection law in the UK. if you are unhappy with how we have used your personal information. They will normally expect you to have made a complaint to us directly in the first instance.

- [Visit the ICO website.](#)
- Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
- Helpline number: 0303 123 1113