Privacy Policy

At St Anns Advice Group 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 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 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.

How St Anns Advice Group collect’s your data

Our service collects and retains your information as a client, by asking you to either:

* sign a paper permissions and consent form.
* tick a box online.
* give agreement over the telephone.

Before we ask for your permission, we’ll always explain how we use your information.

What St Anns Advice Group ask for

We’ll only ask for information that’s relevant to your problem. Depending on what you want help with, this might include:

* your name and contact details – so we can keep in touch with you about your case
* personal information – for example about family, work, or financial circumstances
* details about services you get that are causing you problems
* details of items or services you’ve bought, and traders you’ve dealt with
* information like your gender, ethnicity or sexual orientation

If you don’t want to give us certain information, you don’t have to. For example, if you want to stay anonymous, we’ll only record information about your problem and make sure you’re not identified.

How St Anns Advice Group use your information

The main reason we ask for your information is to help solve your problem.  
We only access your information for other reasons if we really need to – for example:

* for training and quality purposes
* to investigate complaints
* to get feedback from you about our services
* to help us improve our services.

All advisers and staff accessing data have had data protection training to make sure your information is handled sensitively and securely.

Working on your behalf

When you give us authority to act on your behalf, we may need to share information with relevant third party organisations. For example, when helping you with council tax issues we may need to share information with Nottingham City Council, Rushcliffe Borough Council or Gedling Borough Council (depending on where you live), or when helping you with issues regarding your benefits we may need to share information with the DWP.

How St Anns Advice Group store your information

We store your information electronically on our case recording system, and we also keep paper copies relating to your enquiry if it is necessary.

How St Anns Advice Group share your information

We only share information with relevant organisations if we have received your consent to do so.

Contact St Anns Advice Group about your information

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

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

You can [find out more about your data rights on the Information Commissioner’s website](https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/).