



Citizens Advice Rhondda Cynon Taff

Privacy Policy

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Privacy Policy

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 are comfortable telling us, explain why we need it and treat it as confidential.

This privacy policy explains how we use your information and what your rights are. We handle and store your personal information in line with data protection law and our confidentiality policy. The following tells you more about how we use your information in more detail.

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
- Do not 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 will always explain how we use your information.

We handle and store your personal information in line with the law - including the General Data Protection Regulation and the Data Protection Act 2018.

To find out how we handle most of your personal information, [see our national Citizens Advice privacy policy](#).

How Citizens Advice Rhondda Cynon Taff collect your data

We will collect your data by:

- Asking you to complete a registration form in-person
- Asking for information over the phone
- Asking for information in writing
- Creating a record of all interactions you have with our service
- Creating electronic case records

What Citizens Advice Rhondda Cynon Taff ask for

We will only ask for information that is 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 - like energy services.
- Details of items or services you have bought, and traders you have dealt with.
- Special Category Data like your ethnicity, health conditions and trade union membership, religion, or sexual orientation.
- If you do not want to give us certain information, you do not have to. For example, if you want to stay anonymous, we will only record information about your problem and make sure you are not identified.

How Citizens Advice Rhondda Cynon Taff use your information

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

The main reason we ask for your information is to help solve your problem. In advice processing this could include:

- Establishment, exercise or defence - of legal claims and rights such as housing, benefits, debt solutions
- Substantial public interest - statutory basis when delivering advice laid down in law (e.g. consumer service)
- 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 only access your information for other reasons if we really need to - for example:

- EDI and equality monitoring
- 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.

Sharing your information

At times we might use or share your information without your permission. If we do, we will always make sure there is 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 are 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 are 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.

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 will need to share information with that third party. We will only share the amount of information needed to progress your case, and only with your consent.

Some limited examples of who we share with are:

- The Department for Work and Pensions (DWP) regarding benefit queries
- Creditors to negotiate debt repayments on your behalf
- Rhondda Cynon Taff CBC regarding queries about council tax or Housing Benefit

How Citizens Advice Rhondda Cynon Taff store your information

Your information is stored securely on our systems.

All our systems are hosted within the European Economic Area (EEA) and wherever possible, the UK.

We generally keep your information for 6 years and then anonymise it - this means you cannot be identified from it.

Your information might also be stored in other ways, depending on how we communicate with you.

If you used email

- Emails between you and our team are stored on our cloud hosted platform.

If you contacted us by phone

- If you contact us or are contacted by phone, calls are recorded and stored securely by Citizens Advice, or our trusted partner, 3CX*.

*3CX store their data securely within the European Economic Area (EEA) in line with data protection law.

How Citizens Advice Rhondda Cynon Taff share your information

With your permission, we might share your information with other organisations to help solve your problem or to monitor the quality of our services.

If you ask us to act on your behalf, we might need to share some of your information with other organisations - we will always tell you when we do this. For example, if we contact your creditors about your debts, we might need to share your name, address, and financial details with them.

If we refer you to another organisation for more advice, we might share information about your problem with them so they can help you more quickly.

Organisations we share your data with must store and use your data in line with data

protection law.

Contact Citizens Advice Rhondda Cynon Taff about your information

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.

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

Citizens Advice Rhondda Cynon Taff

Knight Street

Mountain Ash

CF45 3EY

Admin Tel: 01443 409284

Email: enquiries@carct.org.uk

Who's responsible for looking after your personal information

Our network

Citizens Advice is a membership organisation made up of the national Citizens Advice charity and many local offices across England and Wales, including [Local Office] Citizens Advice. Citizens Advice Rhondda Cynon Taff is an independent charity and a member of the national Citizens Advice charity.

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, including our case management systems. This policy covers the processing we carry out in our office.

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 enquiries@carct.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