

Legal Advice Centre - Privacy Notice

This privacy notice explains what we will do with your personal information if you seek legal advice from the University of Bolton Legal Advice Centre (the 'Centre', 'we'). Centre staff will explain the information set out below before undertaking any work on your case. Please feel free to ask Centre staff if you do not understand any of the information, or to ask a friend, relative or other person known to you (such as a translator) to assist you with this.

Personal information (or personal data) is any information which relates to and identifies you. Data protection legislation (the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA)) sets out how we should handle your personal information.

The Centre is part of the University of Bolton and any data we hold is subject to the University of Bolton's data protection policies, procedures and guidance available at: <https://www.bolton.ac.uk/about/governance/documents/#dataprotection>

What personal information will we use?

We will use the information you have provided to us when seeking our advice. The type of information we request from you will depend on your circumstances and the legal problem you have come to see us about, and may include:

- **Identity information** such as your name, title or position, age, gender, nationality and your relationship to a person.
- **Contact information** such as your postal address, email address and phone number(s).
- **Enquiry information** such as the information you provide to us by telephone or through our online enquiry form, for the purposes of enquiring about our services.
- **Personal circumstances information** such as your financial situation, family or personal circumstances etc. (where this is relevant to your case).
- **Financial information** such as banking details, hardship funds, records of payments, documentation and supporting evidence and other necessary information.
- **"Special Category Data"** such as information about your racial or ethnic origin, physical or mental health or condition, political opinions, religious or other beliefs, trade union membership, health and sexual life or sexual orientation) where this is necessary.
- Any other information relating to you which you may provide to us.

In some cases, we will need to obtain additional information about you from third parties. If this is the case, we will explain who we need to ask and what information we require, and obtain your consent to do so.

You do not have to provide any of the information we ask for. However, if you do not, our ability to provide suitable advice and act on your behalf might be adversely affected.

Why do we use your personal information?

The main reason we use your information is to understand the background to your case and provide advice which is appropriate to your circumstances, and to contact you about this.

We also use your information to comply with certain legal obligations, to monitor the services we provide, and to address any complaints about these services.

What is the legal basis for this processing?

The main legal basis for any processing of your data include:

Contract: which allows us to process personal data when it is necessary for the performance of a contract. You enter into a contract with us when you return a signed client care letter to us prior to your appointment. Under this contract, we will provide you with advice regarding your legal problem, and in order to do so we need to process your personal data.

Consent: We can process your information if you give us permission. We have to ask for your permission to collect, hold, share or use your information. If we want to change how we do those things, we have to ask your permission again, if consent is the only reason we have to process it.

Legal Obligation: We can process your information without your consent or a contract if we have a legal obligation to hold it. We hold your case file papers physically for 6 years in case you complain about our services.

Legitimate interests: We can process your data if it is necessary to protect your legitimate interests or the legitimate interests of a third party unless there is a good reason not to.

Public Task: We can process your information if it is necessary for a task we have to do in the public interest or for our official functions, if what we have to do has a clear basis in law.

Vital Interest: We can process your information if it is necessary to protect someone's life.

Who will your personal information be shared with?

Each case we handle will be assigned a supervising solicitor, who in some cases will be external to the University. In order to help you in connection with the legal problem you have come to see us about, it will be necessary for us to share your information with the supervising solicitor for your case. Similarly, there are legal matters that can be best dealt with without recourse to formal legal advice, this may include organisations such as mediation services, the Citizens Advice Bureau or specialist organisations such as CRB Problems Ltd. When your matter involves someone external to the University, we will tell you who this is and we ensure that we have mechanisms in place to keep your data secure.

For the purposes of assessment and meeting our regulatory requirements we may need to provide access to your personal data to third parties.

How long will we keep your personal information?

We will retain a copy of your file for 6 years after we have provided our final advice as a record of our actions and how we handled your case.

Your data protection rights

Under data protection law, you have rights we need to make you aware of. The rights available to you depend on our reason for processing your information. Further information about each of these rights can be found on the Information Commissioner's Website at the following address: <https://ico.org.uk/your-data-matters/>.

Your right of access

You have the right to ask us for copies of your information. This right always applies, but there are some exemptions which mean that you may not always receive all the information we process. To make a request please contact the Centre Manager at i.bowden@bolton.ac.uk or sar@bolton.ac.uk

Your right to rectification

You have the right to ask us to rectify information you think is inaccurate, and to complete information you think is incomplete. This right always applies.

Your right to object, restrict or erase your information

You have the right to ask us to stop processing information about you, and to delete any information we hold. This right only applies in certain circumstances. Once we have provided you with legal advice relating to an issue, we need to retain your information and it cannot be erased.

Your right to complain

We work to high standards when it comes to processing your personal information. If you have queries or concerns, please contact the Centre Manager in the first instance, or the University's Data Protection Officer at dpo@bolton.ac.uk and we will respond to you.

If you remain dissatisfied, you can make a complaint about the way we have processed your information to the Information Commissioner's Office, which is the UK supervisory authority for data protection. Further information can be found at the following address: <http://www.ico.org.uk>.

Our contact details

If you have any queries about this document, or how we have handled your personal information, you should speak to someone at the Centre in the first instance. Alternatively, you can contact our Data Protection Officer at dpo@bolton.ac.uk.

The data controller for your personal information is the University of Bolton. We are registered with the Information Commissioner's Office.

Changes to this privacy notice

We keep this privacy notice under regular review and will communicate any significant updates to you. This privacy notice was last updated in August 2019 and will be annually reviewed.