

## **University of Suffolk Legal Advice Centre** **Privacy Notice**

### **Introduction**

The purpose of this notice is to explain how we collect and use your personal data. The Data Protection Act 2018 (DPA) and the UK General Data Protection (UK GDPR) regulate the processing of personal data. The University of Suffolk Legal Advice Centre (LAC), is part of the School of Social Sciences and Humanities which is a department within the University of Suffolk.

The University Suffolk Legal Advice Centre has been established to enable students studying at the University of Suffolk to obtain practical legal experience. Students are not professionally qualified but will be working under the supervision of our staff. The Legal Advice Centre is supervised by practising solicitors, including the Director of the Legal Advice Centre.

The Legal Advice Centre does not hold itself out as a law firm and it is not a solicitors' practice. The Legal Advice Centre, however, aims to provide a high standard of service similar to that offered by any solicitors' practice.

The University of Suffolk is the Data Controller, through the LAC, for all personal data that the LAC holds and processes and makes decisions about what personal data to collect and how it is used. Contact details for the University of Suffolk are:

University of Suffolk

Waterfront Building

19 Neptune Quay

Ipswich

IP4 1QJ

Tel: 01473 338000

Email: [dataprotection@uos.ac.uk](mailto:dataprotection@uos.ac.uk)

### **Data protection principles**

We will comply with data protection law and principles, which means that your data will be:

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.

- Relevant to the purposes we have told you about and limited only to those purposes.
- Accurate and kept up to date.
- Kept only as long as necessary for the purposes we have told you about.
- Kept securely.

## The type of personal information we collect

The LAC may collect and process the following information from you:

- Contact details** (e.g. your name, address, telephone contact numbers, and email address): for the purpose of contacting you in order to provide you with written legal advice, and/or clarifying certain matters about your case;
- Instructions:** Information relating to the matter upon which you are seeking advice;
- Employment status/monthly income/source of income:** We may ask about your employment status/monthly income/source of income for the following reasons: to establish whether you are eligible for public funding;
- Personal status:** we will ask your personal status if your matter relates to a divorce or co-habitation matter.

We may process special category data. Special category includes personal data which reveals:

- Sexual orientation
- Political opinions
- Genetic data
- Biometric data (where used for identification purposes)
- Sex life
- Gender reassignment
- Disability
- Pregnancy and maternity
- Ethnic origin
- Trade union membership
- Religious or philosophical beliefs
- Physical or mental health details

While spent and unspent criminal convictions are not considered Special Category data in law, when we process this data for the purposes of the LAC, this data is protected by appropriate safeguards, including encryption.

With your consent, and in order to provide our services, the LAC may collect and process the following specific special category data from you:

- **Gender**
- **Disability**
- **Ethnicity**
- **Physical or mental health details**

This information is anonymised and shared with our partner charity LawWorks, whose privacy statement can be found here: <https://www.lawworks.org.uk/privacy-policy>. LawWorks collects information from clinics for four reasons:

- to develop resources and support services for clinics
- to publicise the work of pro bono clinics and to influence policy and decision-making
- to share information with the clinics network in support of their development, influencing and fundraising
- to enable their own fundraising for further support to clinics

## **How we get your personal information and why we collect it**

We primarily obtain your personal information from you. We may also obtain information from third parties with your explicit consent (see below under the explanation for 'Consent'), or information from publicly available sources such as companies house.

When processing personal data, organisations must have a lawful basis for doing so. The data you provide to us will be primarily processed on the basis of your consent and our legitimate interests. However, depending on the purpose for processing, a different lawful basis may apply. We have set out below the circumstances and lawful basis, under which the LAC may process your personal data:

- Consent: In these circumstances you will have given clear written consent for your data to be processed in this way. Consent can be withdrawn at any time. Consent will arise in the following scenarios:

The sharing of special category data with our partner charity Lawworks – see above.

Writing to organisations on your behalf. In order to assist you with your matter, we may require further information about your matter from other organisations. If so, we will obtain your consent, in writing in order to do so. This will be in the form of a signed authority form from you.

- Legal obligation: the processing is necessary for us to comply with the law (not including contractual obligations).
- Vital interests: the processing is necessary to protect someone's life.
- Legitimate interests: the processing is necessary for pursuing our legitimate interests or the legitimate interests of a third party unless there is a good reason to protect the individual's personal data which overrides those legitimate interests. (This cannot apply if you are a public authority processing data to perform your official tasks.)

## How information about you will be used

We will use your information to help you in connection with the legal problem you have come to see us about.

### **Sensitive personal information**

Depending on your case we might need to ask you for and to use information about you which is of a sensitive nature, for example information about your finances. You do not have to provide us with this information, however if you do not our ability to act on your behalf might be affected.

### **Contacting third parties about your case**

If we need to obtain any information about you from a third party or to convey any information about you to a third party for the purpose of assisting you we will only do so once you have provided us with your written consent (separate to this Privacy Notice).

## How long information about you will be retained by us

We will only keep your personal information for as long as necessary, which will depend on the type of information held and the reason for holding it.

### **How long will we keep your information?**

We will keep information about you only for as long:

- as to comply with any legal requirement concerning your information;
- in the event that a complaint is made;
- as to ensure that information about you is accurate and up to date; and,
- for the purposes of research and statistical analysis.

Once we decide that it is no longer necessary to keep your information it will be destroyed in accordance with our Data Retention Schedule.

## How we secure your personal information

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

We have put in place appropriate measures to inform our staff about how we collect, handle and keep information secure.

Most personal data about you, will be stored on servers within the UK or elsewhere within the European Economic Area (EEA). On occasion it may be necessary for the University or the LAC to transfer your personal data outside of the European Economic Area (EEA). This will only take place with your consent and in circumstances where there are appropriate and adequate safeguards in place which incorporate appropriate assurances to ensure the security of the information and compliance with legislative and regulatory requirements.

## Access to and accuracy of your information

You have the right to correct inaccurate information that we hold about you, and in certain cases, to have that personal information deleted by us.

If you wish to have copies of the personal information we hold about you, please provide us with your request (we can assist you with your request). We are obliged to provide you with a free copy of the personal information that you request within 1 month. Please submit your request to [dataprotection@uos.ac.uk](mailto:dataprotection@uos.ac.uk)

## Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [dataprotection@uos.ac.uk](mailto:dataprotection@uos.ac.uk) if you wish to make a request.

## How to complain

If you have any concerns about our use of your personal information, you can make a complaint to [dataprotection@uos.ac.uk](mailto:dataprotection@uos.ac.uk)

You can also complain to the Information Commissioner's Officer (ICO) if you are unhappy with how we have used your data.

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113  
ICO website: <https://www.ico.org.uk>

## Cookies

Like most websites, we use cookies to enhance the way our website functions. A cookie is a small text file that is stored locally on your computer.

Further information about cookies, including how to disable or delete them, can be found at [AboutCookies.org](https://www.aboutcookies.org). Please note that disabling cookies may prevent our website from functioning correctly in your browser.

We use cookies for the following purposes:

- Allowing users to login
- Recording user preferences
- Establishing the technical capabilities of the web browser
- Logging anonymous website access statistics
- Providing web forms
- To show relevant advertising on 3rd party websites
- To measure the effectiveness of our advertising campaigns

## Changes to this privacy notice

We may update this privacy notice at any time, and we will provide a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information. Privacy notices may be viewed at any time on the University's

website. If you have any questions about this privacy notice, please contact the Data Protection Officer, Fiona Fisk, [dataprotection@uos.ac.uk](mailto:dataprotection@uos.ac.uk).