



Data Protection Act : Information Sheet

What is personal and sensitive data?

Personal data is data which can be used to identify you. This may include your name, date of birth, address, telephone number etc. Sensitive personal data is information related to any of the following: racial or ethnic origin, political opinions, religious beliefs, trade union membership, health, sexuality or sex life, offences and/or convictions, personal assets, wealth or wishes for bequests, legacy or choices to exclude any person, party or organisation from same.

In our normal course of business Protect does not collect or hold Personal or Sensitive Data. Personal data may be required for the processing of refund applications – this task is conducted by EOS Claims LLP who will obtain individual consent to their processing of personal data at the appropriate time

Where Personal Data is collected the following questions arise;

Where will you store my data?

The record of your case will be stored in an electronic case management system. Paper copies of your data may also be stored securely and accessed by members of our staff and accredited service providers.

How will you use my data?

Your data will primarily be used for the purpose of handling your enquiries and case. We will also use anonymised data for the purposes of statistical monitoring. In some instances, Protect may contact you to invite you to participate in surveys or research projects about particular issues.

Can I withhold my consent?

Yes but we will not be able to advise you without generating an anonymous record of your enquiry needed for quality assurance purposes. No personal data will be recorded, only what your enquiry was about.

What is a Data Controller?

A Data Controller is someone who is responsible for your data and who must make sure that your data is processed according to the law. For example, they are responsible for making sure that the information held about you is accurate and that it is kept secure. For the purposes of the Data Protection Act the members of the Citizens Advice service are Data Controllers in common.

What does *Data Controller in common* mean?

This means that all the service providers of Protect who service your needs and enquiries are responsible for your data when they use it to help you. Each member, Partner company, firm or organisation who assists you, or supplies a service to you, may record your personal data and sensitive personal data. They will each have responsibility for ensuring your data is processed according to the law.

Why might you share my personal and sensitive personal data? Who will you share it with?

We will only ever share your information with your permission and for the purposes that have been stated (unless required to do so by law).

We may ask another organisation who is a service supplier to the membership of Protect to contact you to assist in meeting your requirements or to find out whether you were satisfied with the service you received. If that party will be subject to the terms attached in all data processing undertaken in association with Protect services or products

If you have given your permission to share details for service satisfaction monitoring, then we, or an agency appointed by us may contact you by phone, email or letter (as you have nominated) to find out whether you were satisfied with the service you received.

If you have given your permission to share your details and case for quality monitoring, your outcomes and the advice you received may be reviewed and feedback given to your adviser. In normal conduct of business, we will only share data with those parties who are part of the service supply chain of the product or service provided to you. You may ask us at anytime to advise who we have shared your data with and the purpose for which it has been used.