

Privacy Policy

At Citizens Advice Guernsey we collect and use your personal information to help solve your problems. We also used it in anonymised form to 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 anyone

There may be occasions where there is a legal basis to use or share your information without your permission including:

- 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'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 Law (Bailiwick of Guernsey) 2017.

Who is responsible for keeping your information safe?

Each local Citizens Advice is an independent charity and a member of the national Citizens Advice charity.

Citizens Advice Guernsey is the data controller responsible for keeping your information safe and complying with data protection law.

How Citizens Advice Guernsey collect your data

Consent to record your personal details

A written electronic record is made of all the advice we give, and you will be asked verbally for permission to record your personal details before any advice is given by phone or you will be asked to sign the consent form if you visit in person. Requests for advice by email will receive an explanation that consent will be assumed unless we are told otherwise in the first response.

Consent for feedback

If you give permission to be contacted for feedback your personal details will be recorded separately from the case record.

What Citizens Advice Guernsey ask for

We will ask whether we can record your name and contact details and whether you are happy for us to contact you.

How Citizens Advice Guernsey use your information

We collect and use your information primarily to help solve your problems. We also use it to improve our services and to tackle wider issues in society that affect people's lives.

How Citizens Advice Guernsey share your information to work on your behalf

When you choose to give us authority to act on your behalf, for example to help you with an employment query or debt negotiation, we'll need to share information with that third party. Your personal information is only ever shared with your explicit permission. You will usually be asked to sign a separate release of information form although on occasion verbal permission may be adequate for an urgent situation when contact with you has only been by phone.

How Citizens Advice Guernsey store your information

Case records are stored on a secure server at our premises with password encrypted back-ups stored off-site. Emails are on the cloud cached locally.

Personal information would only be shared at your request and with your explicit permission if you ask us to: negotiate with your creditors, make a referral for pro bono legal advice or contact a government department or other organisation on your behalf. Anonymised data may be used in our work to improve public policies.

Contact Citizens Advice Guernsey about your information

If you have any questions about how your information is collected or used, you can contact our office: Citizens Advice Guernsey, Bridge Avenue, The Bridge, St Sampson, GY2 4QS. Tel: 01481 242734

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

Who's responsible for looking after your personal information

Each local Citizens Advice is an independent charity, and a member of the national Citizens Advice charity. The Citizens Advice membership agreement also requires that the use of your information complies with data protection law.

Citizens Advice Guernsey is the data controller responsible for keeping your information safe and complying with data protection law.