



RCJ Advice & Citizens Advice Islington Privacy Policy

At RCJ Advice and Citizens Advice Islington 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'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

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

You can check our [main Citizens Advice policy](#) for how we handle most of your personal information.

This page covers how we, as your local charity, handle your information locally in our offices where this varies from the details explained in the main Citizens Advice policy.





What we do with your information. . .

When getting civil & family legal advice

How RCJ Advice & Citizens Advice Islington collect your data

To find out what information we ask for, see our Citizens Advice privacy policy at <https://www.citizensadvice.org.uk/about-us/citizens-advice-privacy-policy/national>

What information RCJ Advice & Citizens Advice Islington ask for

To find out what information we ask for, see our national Citizens Advice privacy policy at <https://www.citizensadvice.org.uk/about-us/citizens-advice-privacy-policy/>

We'll only ask for information that's 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.
- Details of your current or pending case in court
- Details of other side.
- Personal information – about family, work or financial circumstances

If you don't want to give us certain information, you don't have to. For example if you want to remain anonymous we'll only record information about your problem and make sure you're not identified. But if you don't give details of the 'other side' we can't advise you.

How RCJ Advice & Citizens Advice Islington use your information

To find out how we use your information, see our national Citizens Advice privacy policy at <https://www.citizensadvice.org.uk/about-us/citizens-advice-privacy-policy/>

Working on your behalf

When you give us authority to act on your behalf, for example to help you with a court case or a housing matter such as eviction we'll need to share information with that third party. For example, a local Housing Association or your local authority.

How RCJ Advice & Citizens Advice Islington store your information

We use a cloud based system to store our documents; e-mails and folders which is provided by WorkPlaceLive and hosted in the UK within the European Economic Area (EEA).

We use Crossdata case management system provided by Dizions which is hosted in within the

EEA to record our civil and family legal work and an online appointment booking system provided by 10 to 8 to book client appointments.

We use Casetrack case management system for our Legal Aid Contract housing advice work and immigration advice.

Paper files are stored in locked cabinets in our offices based in the Royal Courts of Justice and Central London Family Courts. We have a secure offsite archiving provided by Freshfields Bruckhaus Deringer LLP.

How RCJ Advice & Citizens Advice Islington share your information

With your permission, we might share your information with other organisations so we can:

- help solve your problem - for example, if you ask us to contact your creditors we might need to share your name, address and financial details with them
- refer you quickly to another organisation for more advice, if relevant
- monitor the quality of our services

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

The specific organisations we might share your information with are :

- National Bar Pro Bono Unit
- Personal Support Unit
- Legal Aid Agency
- Cost Lawyers, JohnMHayes, Seddon Costings,
- Local city law firms and individuals who volunteer on our rotas
- Mediation Service – 12 Kings Bench Walk Chambers
- Local Barristers that may be instructed under our Legal Aid Contract
- Free Representation Unit



What we do with your information. . .

When using our Child Contact Centre

How RCJ Advice & Citizens Advice Islington collect your data

We collect personal information about you so we can help you and your child/ children by providing contact sessions at Time Together our Child Contact Centre.

We get information from the Central London Family Court; East London Family Court and West London family court judges who make referrals for child contact services.

What information RCJ Advice & Citizens Advice Islington ask for

To find out what information we ask for, see our national Citizens Advice privacy policy at: <https://www.citizensadvice.org.uk/about-us/citizens-advice-privacy-policy/>

We'll only ask for information that's 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.
- Details of your children and other family members attending contact sessions.
- Personal information – about family, work or financial circumstances

If you don't want to give us certain information, you don't have to. But if you want to remain anonymous we won't be able to provide a service to you.

How RCJ Advice & Citizens Advice Islington use your information

To find out how we use your information, see our national Citizens Advice privacy policy at <https://www.citizensadvice.org.uk/about-us/citizens-advice-privacy-policy/>

How RCJ Advice & Citizens Advice Islington store your information

We use a cloud based system to store our documents; e-mails and folders which is provided by WorkPlaceLive and hosted in the UK within the European Economic Area.

We use Crossdata case management system provided by Dizons which is hosted in within the EEA to record our civil and family legal work.

Paper files are stored in locked cabinets in our offices based in the Central London Family Courts. We have a secure offsite archiving provided by Freshfields Bruckhaus Deringer LLP.

How RCJ Advice & Citizens Advice Islington share your information

If we provide supported contact we do not share your details with the court.

If you receive supervised contact sessions a report is produced for each session. These reports are shared with the court.

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

The specific organisations we might share your information with are:

- CAFCass
- The judge or magistrate who makes the referral.



What we do with your information. . .

When using our SPIPS service

How RCJ Advice & Islington Citizens Advice collect your data

We get information from CAFCass who manage referrals for court ordered SPIPS training sessions.

We also collect personal information about you if you are a private client, so we can book you on and provide a SPIPS training session.

What information RCJ Advice & Citizens Advice Islington ask for

We'll only ask for information that's 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.

How RCJ Advice & Citizens Advice Islington use your information

To find out how we use your information, see our national Citizens Advice privacy policy at <https://www.citizensadvice.org.uk/about-us/citizens-advice-privacy-policy/>

How RCJ Advice & Citizens Advice Islington store your information

We use a cloud based system to store our documents; e-mails and folders which is provided by WorkPlaceLive and hosted in the UK within the European Economic Area.

We use Crossdata case management system provided by Dizions which is hosted in within the EEA to record our civil and family legal work.

Paper files are stored in locked cabinets in our offices based in the Central London Family Courts. We have a secure offsite archiving provided by Freshfields Bruckhaus Deringer LLP.

How RCJ Advice & Citizens Advice Islington share your information

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

The specific organisations we might share your information with are :

- CAFCass
- Big Interpreters if we book an interpreter for you.



What we do with your information. . .

When using our CourtNav service

How RCJ Advice & Citizens Advice Islington collect your data

We collect personal information about you to enable you to use our Courtnav interactive module.

To find out what information we ask for, see our national Citizens Advice privacy policy at <https://www.citizensadvice.org.uk/about-us/citizens-advice-privacy-policy/>

What information RCJ Advice & Citizens Advice Islington ask for

To find out what information we ask for, see our national Citizens Advice privacy policy at <https://www.citizensadvice.org.uk/about-us/citizens-advice-privacy-policy/>

We'll only ask for information that's 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 CourtNav entry.
- Details of your children and other family members.
- Personal information – about family, or financial circumstances

How RCJ Advice & Citizens Advice Islington use your information

To find out how we use your information, see our national Citizens Advice privacy policy at <https://www.citizensadvice.org.uk/about-us/citizens-advice-privacy-policy/>

Working on your behalf

We only refer to your information to check your CourtNav entry.

How RCJ Advice & Citizens Advice Islington store your information

CourtNav is hosted by Electric Putty who are within the European Economic Area.

We use Crossdata case management system provided by Dizons which is hosted in within the EEA to record our civil and family legal work.

How RCJ Advice & Citizens Advice Islington share your information

With your permission, we might share your information with other organisations so we can:

- help check your CourtNav content. Solicitors from other law firms who volunteer on our rotas may also check individual CourtNav case.

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

The specific organisations we might share your information with are:

- Family Law firms.



What we do with your information. . .

When getting advice through Miscarriage of Justice Support Service

See our national Citizens Advice privacy policy at <https://www.citizensadvice.org.uk/about-us/citizens-advice-privacy-policy/>

How RCJ Advice & Citizens Advice Islington store your information

We use a cloud based system to store our documents; e-mails and folders which is provided by WorkPlaceLive and hosted in the UK within the European Economic Area (EEA).

We use Casebook for case management recording.

How RCJ Advice & Citizens Advice Islington share your information

With your permission, we might share your information with other organisations so we can:

- help solve your problem - for example, if you ask us to contact your creditors we might need to share your name, address and financial details with them
- refer you quickly to another organisation for more advice, if relevant
- monitor the quality of our services

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

The specific organisations we might share your information with are :

- BIG Interpreters if we book an interpreter for you.
- Other Citizens Advice who provide you with advice services.



What we do with your information. . .

When using our debt advice service

See our national Citizens Advice privacy policy at <https://www.citizensadvice.org.uk/about-us/citizens-advice-privacy-policy/>

How RCJ Advice & Citizens Advice Islington collect your data

To find out what information we ask for, see our national Citizens Advice privacy policy at <https://www.citizensadvice.org.uk/about-us/citizens-advice-privacy-policy/>

What information RCJ Advice & Citizens Advice Islington ask for

To find out what information we ask for, see our national Citizens Advice privacy policy at <https://www.citizensadvice.org.uk/about-us/citizens-advice-privacy-policy/>

We use the MAP Tool operated by Toynbee Hall . We'll only ask for information that's 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.
- Debtors, creditors and reference numbers
- Income & expenditure
- State of health
- Family circumstances

If you don't want to give us certain information, you don't have to. For example if you want to remain anonymous we'll only record information about your problem and make sure you're not identified.

How RCJ Advice & Citizens Advice Islington use your information

To find out how we use your information, see our national Citizens Advice privacy policy at <https://www.citizensadvice.org.uk/about-us/citizens-advice-privacy-policy/>

Working on your behalf

When you give us authority to act on your behalf, for example to help you with a debt or bankruptcy problem we may write to your creditors on your behalf to make a settlement offer.

How RCJ Advice & Citizens Advice Islington store your information

We use a cloud based system to store our documents; e-mails and folders which is provided by WorkPlaceLive and hosted in the UK within the European Economic Area (EEA)

We use the Toynbee Hall MAP tool to record case management and advice. Only Toynbee Hall (the lead funder of this advice project), ourselves and Zone - an organisation working with Toynbee Hall to build the MAP website - have access to your personal information. Your personal data is encrypted and stored at a UK data centre within the EEA.

Paper files are stored in locked cabinets in our offices based in the Royal Courts of Justice and Central London Family Courts. We have a secure offsite archiving provided by Freshfields Bruckhaus Deringer LLP.

How RCJ Advice & Citizens Advice Islington share your information

With your permission, we might share your information with other organisations so we can:

- help solve your problem - for example, if you ask us to contact your creditors we might need to share your name, address and financial details with them
- refer you quickly to another organisation for more advice, if relevant
- monitor the quality of our services

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

The specific organisations we might share your information with are:

- Toynbee Hall and Zone.



What we do with your information. . .

When getting advice at Citizens Advice Islington service

See our national Citizens Advice privacy policy at <https://www.citizensadvice.org.uk/about-us/citizens-advice-privacy-policy/>

How RCJ Advice & Citizens Advice Islington store your information

We use a cloud based system to store our documents; e-mails and folders which is provided by WorkPlaceLive and hosted in the UK within the European Economic Area (EEA)

We use Casebook for case management recording.

How RCJ Advice & Citizens Advice Islington share your information

With your permission, we might share your information with other organisations so we can:

- help solve your problem - for example, if you ask us to contact your creditors we might need to share your name, address and financial details with them
- refer you quickly to another organisation for more advice, if relevant
- monitor the quality of our services

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

The specific organisations we might share your information with are the organisations who we work in partnership with and who refer you to ourselves.

- Cripplegate Foundation who book appointments at our free services
- Help on your Doorstep who book appointments at our free services
- London Borough Islington Housing Department who refer people in debt to our fee advice services.



What we do with your information. . .

When getting support from Community Advice Support

See our national Citizens Advice privacy policy at <https://www.citizensadvice.org.uk/about-us/citizens-advice-privacy-policy/>

How RCJ Advice & Citizens Advice Islington store your information

We use a cloud based system to store our documents; e-mails and folders which is provided by WorkPlaceLive and hosted in the UK within the European Economic Area (EEA) .

We use an excel database to store client data re the work we do for you including signposting and referrals.

How RCJ Advice & Citizens Advice Islington share your information

With your permission, we might share your information with other organisations so we can:

- help solve your problem - for example, if you ask us to contact your creditors we might need to share your name, address and financial details with them
- refer you quickly to another organisation for more advice, if relevant
- monitor the quality of our services & find out from you how our advice has helped.

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

The specific organisations we might share your information with are:

- Centre for Justice Innovation who we work with in delivering the service.



What we do with your information. . .

When applying for a job or to be a volunteer

See our national Citizens Advice privacy policy at <https://www.citizensadvice.org.uk/about-us/citizens-advice-privacy-policy/>

When you apply, we collect your personal information through your application form, interview or references so we can process your application.

If you're offered a role, where applicable, we may ask you to fill out a Disclosure and Barring Service (DBS) form as part of mandatory background checks. A DBS form does ask for some personal information as part of the background check process. These forms are stored and processed securely and confidentially by RCJ Advice and Citizens Advice Islington and DBS. You can [read more about DBS checks and processes](#) on the GOV.UK website.

Other than the DBS, we don't share your information with external organisations - it's only shared internally so that we can review your application.

What information we ask for

We only ask for information which is relevant to the role you're applying for.

We'll collect personal details such as name, address, telephone number and email address, previous job history and experience, qualifications, and any support needs you may have.

We'll also ask for diversity information like your gender, ethnicity and sexual orientation. You don't have to tell us this - if you do, it's always anonymised.

We might collect other information depending on whether you've applied for a staff or volunteer role.

You've applied for a staff role

If we offer you a position, we'll ask for:

- references for your previous and current work
- proof of your right to work in the UK, like a valid UK passport or visa
- your national insurance number and P45
- your bank details, so we can pay you

For some of our projects like Time Together Child Contact Centre where it's needed for the role, we will contact the DBS for a criminal record check. Once the DBS check is completed and you've

received your certificate, we'd expect you to share this information with us as part of the background check process.

This information would include your name, date of birth, place of birth, gender, position applied for and anything else disclosed on your DBS check.

You've applied for a volunteer role

If we offer you a volunteering position, we'll ask your referees about your previous and current work and experience.

We might contact the DBS for a criminal record check, if relevant. Once the DBS check is completed and you've received your certificate, we'd expect you to share this information with us as part of the background check process.

This information would include name, date of birth, place of birth, gender, position applied for and anything else disclosed on your DBS check.

How we use your information

We'll use the information you give us to decide whether or not you've got the right skills for the role.

We'll use the demographic information to make sure we're employing a diverse workforce and volunteer community.

Staff who access your information have had information protection training to make sure your information is handled sensitively and securely.

Storing your information

We keep your information securely on our cloud based system to store our documents; e-mails and folders which is provided by WorkPlaceLive and hosted in the UK within the European Economic Area (EEA)

Contact us about your data

You can contact us at any time and ask us:

- what information we've stored about you
- to change or update your details
- to delete your details from our records

If you want to make a complaint

If you're not happy with how we've handled your data, you can [make a complaint](#) by e-mailing admin@rcjadvice.org.uk



What we do with your information. . .

When using our website

When you use our website we collect your information in a number of ways.

We use data called 'cookies' to get information about how you're using our website – for example, what pages you click on and what browser you're using. Find out more how we collect and use cookies when you browse our website below.

We also collect information about you if you:

- Use the e-mail content function on our web pages
- Complete a triage form and submit by e-mail

If you do a postcode search on our Citizens Advice Islington website the information you enter isn't kept on our systems. As soon as you close the tool or webpage, the information will be deleted from our systems.

If you used the Email page function

We'll collect your name and e-mail address so you can e-mail a link of the page to someone you know.

How we use cookies

When you browse our website, we collect 'cookies' to help us understand more about how our site is used by visitors, and to develop and improve our services to you. A 'cookie' is a bit of information kept on your computer. It tells us things like what device you're using and what pages you click on.

We use cookies to:

- track aspects of your visits, including the length of time you spend on individual pages on your visit, and the use of the search facility on this website
- remember the contrast and/or text resizing style preferences you've chosen for this website - if relevant
- record your video preferences for our YouTube videos viewed on this website



Contact RCJ Advice & Citizens Advice Islington about your information

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

RCJ Advice & Citizens Advice Islington, Royal Courts of Justice, Strand, London, WC2A 2LL

Email: dataprotectionofficer@rcjadvise.org.uk

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 stop using your information

Who's responsible for looking after your personal information

The national Citizens Advice charity and your local Citizens Advice operate a system called Casebook to keep your personal information safe. This means they're a 'joint data controller' for your personal information that's stored in our Casebook system.

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.

Exceptions when we share your info

At times we might use or share your information without your permission. If we do, we'll always make sure there's 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'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

You can find out more about your data rights on the Information Commissioner's website.