

Dalkeith CAB

Privacy Policy – Evaluation & Consultation



1. Introduction

- 1.1 Dalkeith and District Citizens Advice Bureau (“Dalkeith CAB,” “the CAB”,) is committed to its data protection obligations under the UK General Data Protection Regulation (“UK GDPR”) and Data Protection Act 2018 (“DPA 2018”), referred to as “Data Protection Law.”
- 1.1 This policy sets out how the CAB processes personal data of people who participate in its evaluation, consultation or other research activities. If this involves the provision of personal information, the CAB will handle and store this in line with UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. The CAB will also gain each participant’s consent to process it.
- 1.2 Participants in most Dalkeith CAB evaluation, consultation or similar research activities will be able to remain anonymous and may not be required to provide personal information. They can also decline to provide personal information or respond to specific questions if they wish.
- 1.3 This Privacy Notice for Evaluation and Consultation will be reviewed and updated annually, or more frequently if required by changes in law or practice.

2. Data Controller Details

- 2.1 Dalkeith CAB is the Data Controller with responsibility for keeping personal data of participants in Evaluation, Consultation and research activities safe, and used only in accordance with Data Protection law.
- 2.2 If participants have concerns about the processing of their personal data or other enquiries about data protection, these should be addressed to the Data Protection Officer via email to Manager@DalkeithCAB.org.uk, or by post (marked Private and Confidential) to the CAB Manager and sent to the address at the bottom of this page.
- 2.3 Dalkeith CAB’s Information Commissioner’s Office (ICO) registration number is Z692996X.

3. Data Protection Principles. The CAB is committed to processing personal data in accordance with the requirements of Data Protection Law. This means the CAB will:-

- 3.1 Process it fairly, lawfully and in a clear, transparent way.

- 3.2 Ensure it is relevant to and limited only to the purposes the CAB has informed applicants for staff and volunteer roles about.
- 3.3 Ensure it is correct and up to date.
- 3.4 Keep applicant data for only as long as the CAB needs to have it.
- 3.5 Process it in a way that ensures it will not be used for any purpose that applicants are not made aware of.
- 3.6 Process data in a way that ensures it will not be lost or accidentally destroyed.

4. Types of Data. The CAB may process the following:

- 4.1 **Personal Data.** This is any information that could be used to directly or indirectly identify a natural living person, (“data subject”.) This can include a name, identity number, location, an online identifier, or one or more factors specific to the physical, genetic, physiological, mental, economic, cultural or social identity of that natural person.
- 4.2 **Special Category Data.** This means data that reveals personal and sensitive information about a natural person, like racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic or biometric data that is processed for the purpose of uniquely identifying a natural person, data concerning health or data related to a natural person’s sex, sexual orientation or gender identity.
- 4.3 **Categories of Personal Data.** Within the above types of personal data, Dalkeith CAB may process the following categories of personal data from participants in Evaluation, Consultation or similar research activities:
 - 1.1.1 Personal contact details (e.g. name, title, address, phone, personal email, etc.)
 - 1.1.2 Date of birth.
 - 1.1.3 Gender or sex.
 - 1.1.4 Marital status and any dependents.
 - 1.1.5 Details of employment, volunteering, hobbies and interests, etc.
 - 1.1.6 Special category data, as defined under 4.2 above and also including information relating to staff and volunteers’ health (e.g. conditions, sickness, etc.)

5. Lawful Basis for Processing Data. The CAB can only process personal information of participants in evaluation, consultation or similar research activities in accordance with one or more of the six lawful bases for processing. Further information is available from the ICO here: <http://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/lawful-basis/a-guide-to-lawful-basis/> They are as follows:

- 5.1 **Consent.** The individual has given clear consent for Dalkeith CAB to process their personal data for a specific purpose.
- 5.2 **Contract.** The processing is necessary for a contract the CAB has with the individual, or because they have asked the CAB to take specific steps before entering into a contract.

- 5.3 Legal obligation.** The processing is necessary for the CAB to comply with the law (not including contractual obligations).
- 5.4 Vital interest.** The processing is necessary to protect someone’s life.
- 5.5 Public task.** The processing is necessary for the CAB to perform a task in the public interest or for its official functions, and the task or function has a clear basis in law.
- 5.6 Legitimate interests.** The processing is necessary for the CAB’s 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.
- 6. How Dalkeith CAB uses Personal Data of Participants.** The table below sets out how personal data is processed, including the purposes, types, sources and legal bases.

	Purpose	Types of Personal Data	Data Sources	Legal Basis for Processing
6.1	Feedback on CAB activities and services from clients	Name, address, email and phone number.	Participant	Consent Legitimate interest
6.2	Feedback on CAB activities and services from members of the public	Name, address, email and phone number.	Participant	Consent Legitimate interest
6.3	Feedback on CAB activities and services from representatives of partner organisations	Name, address, email and phone number	Participant	Consent Legitimate interest
6.4	Monitoring and reporting of Equal Opportunity information.	Race, national and/or ethnic origin, sexual orientation, sex and gender identity, religious and or philosophical beliefs, age, disabilities, care responsibilities	Participant	Consent Legitimate interest

7. Sharing personal Data

- 7.1** The CAB will share personal data of participants in evaluation, consultation and similar research activities with staff and volunteers within the CAB only where this is necessary for them to undertake their duties of their roles.
- 7.2** The CAB uses third party providers to undertake or assist with some evaluation, consultation and similar research activities. Where the CAB shares personal data with them, there will be robust contractual and other provisions to ensure personal data is kept secure.
- 7.3** The CAB may share staff and volunteer personal data with these third-party services.

- 7.3.1** Third party consultants or researchers, to administer, collate responses and/or produce reports of information from evaluation, consultations or similar research activities.
 - 7.3.2** Citizens Advice Scotland (CAS), to provide evidence for service development or policy engagement.
 - 7.3.3** Providers of funding to the CAB, where such data is specifically required as a condition of that funding.
- 7.4** Dalkeith CAB may transfer personal information of participants in evaluation, consultation or similar research activities outwith the UK. If the recipient country's data protection policies are not deemed adequate by the UK Government, the CAB will undertake additional steps to protect the applicant's personal data with measures approved by the Information Commissioner's Office (ICO) and required in Data Protection Law.

8. Protecting Participant Data

- 8.1** Dalkeith CAB takes its obligations to protect personal data of participants in its evaluation, consultation and other research activities seriously and has robust internal security and processes to protect such data against accidental loss, disclosure, destruction, and abuse.
- 8.2** Where the CAB shares participant data with third parties, it will ensure that these third parties are compliant with Data Protection Law and that they implement appropriate technical and organisation measures to ensure it is secure.

9. Retention of Participant Data. Data will be kept only for as long as necessary to fulfil the purposes the CAB collects it for, including for the purposes of satisfying any legal, or reporting requirements.

- 9.1 Evaluation and survey forms.** The content of forms containing personal data will be transferred to electronic records as soon as possible, and both print and electronic forms will be securely destroyed as soon as possible or within 6 months of the date they ceased being used. The period will be extended if the content includes information that requires a longer retention period to comply with Data Protection Law.
- 9.2 Notes from phone, video or in-person meetings.** The content of notes from evaluation, consultation or similar research activities which includes personal data will be anonymised (unless the participant has given specific consent) and transferred to electronic records as soon as possible. Both print and electronic notes will be securely destroyed within 6 months of the date they ceased being used. The period will be extended if the content includes information that requires a longer retention period to comply with Data Protection Law.
- 9.3 Records of Evaluation, Consultation and Similar Research Results.** Where possible, when information is transferred from forms or notes (see 9.1 and 9.2 above), personal data and special category personal data will be removed and the data anonymised. Where this is not possible, electronic and print records will be retained for 6 years. The period will be extended if the content includes information that requires a longer retention period to comply with Data Protection Law.

10. **Withdrawing consent**

- 10.1** The CAB relies upon participants' consent to process their personal data. Participants may ask to withdraw their consent at any time by contacting Dalkeith CAB via the following contact details: Dalkeith & District CAB, 8 Buccleuch Street, Dalkeith, Midlothian EH22 1HA, Telephone 0131 660 1636 and Email: bureau@DalkeithCAB.org.uk.
- 10.2** Once a participant contacts the CAB to withdraw consent, Dalkeith CAB will stop processing their personal data in the way it has been processing it. This does not affect the legality of processing up to the date of their request, or the organisation's legal obligations for retaining personal data for specific periods (see section 9 above).

11. **Your Data Protection rights**

- 11.1** You have rights under data protection law that relate to the way we process your personal data. More information on these can be found on the Information Commissioner's website here: <https://ico.org.uk/for-the-public/>.
- 11.2** The following is a summary of your rights under Data Protection Law:
- 11.2.1** Right to be informed about the CAB's collection and use of your personal data.
 - 11.2.2** Right to access and receive a copy of your personal data and other supplementary information, using a "Subject Access Request" (SAR).
 - 11.2.3** Right to rectify inaccurate personal data, or complete it, if it is incomplete.
 - 11.2.4** Right to erasure, for example if you believe your personal data is no longer needed for the purposes it was supplied, or you wish to withdraw consent for processing.
 - 11.2.5** Right to request processing of your personal data be restricted or suppressed.
 - 11.2.6** Right to data portability, which means information supplied to you by the CAB must be in an accessible format and, also be supplied to a third party if you request this and it is technically feasible.
 - 11.2.7** Right to object to the processing of your personal data, in certain circumstances.
 - 11.2.8** Right to be informed as soon as practicable if the CAB has made an automated decision (including profiling) using your personal data, to ask for such a decision to be reconsidered if you are unhappy with it, and to request automated decisions not be taken using your personal information.
- 11.3** Your ability to exercise your Data Protection rights will depend on Dalkeith CAB's reason(s) for processing your personal data. If you would like to exercise any of these rights, please contact Dalkeith & District Citizens Advice Bureau on 0131 660 1636 or bureau@dalkeithcab.org.uk.

12. **Participant Rights in Relation to Their Personal Data**

- 12.1** Data Protection Law gives participants in evaluation, consultation and similar research activities certain rights related to personal data the CAB holds on them. If they wish to exercise any of the rights below, they should contact Dalkeith & District Citizens Advice Bureau on 0131 660 1636 or bureau@dalkeithcab.org.uk.

- 12.1.1** Right to be informed about the CAB's collection and use of their personal data.
- 12.1.2** Right to access and receive a copy of their personal data and other supplementary information, using a "Subject Access Request" (SAR).
- 12.1.3** Right to rectify inaccurate personal data, or complete it, if it is incomplete.
- 12.1.4** Right to erasure, for example if they believe their personal data is no longer needed for the purposes it was supplied, or they wish to withdraw consent for processing.
- 12.1.5** Right to request processing of their personal data be restricted or suppressed.
- 12.1.6** Right to data portability, which means information supplied to them by the CAB must be in an accessible format and, also be supplied to a third party if they request this and it is technically feasible.
- 12.1.7** Right to object to the processing of their personal data, in certain circumstances.
- 12.1.8** Right to be informed as soon as practicable if the CAB has made an automated decision (including profiling) using their personal data, to ask for such a decision to be reconsidered if they are unhappy with it, and to request automated decisions not be taken using their personal information.
- 12.1.9** The right to withdraw consent, where applicable.

12.2 More information on Data Protection Rights can be found on the Information Commissioner's website here: <https://ico.org.uk/for-the-public/>.

13. Making a Complaint

13.1 The supervisory authority in the UK for data protection matters is the Information Commissioner (ICO). If an applicant thinks their data protection rights have been breached in any way by the CAB, or if they are unsatisfied with the result of raising a concern with Dalkeith CAB, they can lodge a complaint with the ICO. Contact details: The Information Commissioner's Office (ICO), Wycliffe House, Water Lane, Wilmslow, Cheshire SL9 5AF, Telephone 0303 123 1113, or via the website www.ico.org.uk. Dalkeith CAB's ICO Registration Reference is Z692996X.