

Legal Advice Clinic Privacy Notice

If you make an enquiry about our legal services, or receive legal services from us, then we may use and hold your personal information. All information is kept securely and in accordance with our Data Protection Policy. The information is only for Clinic use, and more detailed information about why and how we hold client and student data is available in our Client Privacy Notice and Student Privacy Notice. These are available by contacting a member of Clinic staff. Every client receiving services from us will be sent a Client Privacy Notice. If you are a student or staff member then please contact the Clinic Director for more information.

Personal information from enquiries

If you make an initial enquiry you may wish to supply us with personal information such as your phone number or an email address. We use this information to contact you and establish whether we can be of assistance and whether you can access our legal services.

If an individual makes an enquiry and discloses personal information as part of this enquiry, and it transpires we cannot assist or the enquiry is not taken further, then that information is held on our enquiry logs for statistical analysis. The information held is reviewed and anonymised at least twice annually i.e. all personal information is deleted and only the type of enquiry and referral organisation is held. The Clinic Director aims to ensure that the Legal Advice Clinic does not keep identifiable personal information from enquiries for longer than necessary. Enquiry logs are only accessible to Clinic staff and student advisors/volunteers. Access is reviewed regularly.

PLEASE NOTE:

- i. You can withdraw your consent to our use of your personal information at any time.
- ii. You have the right to correct inaccurate information that we hold about you and, in certain cases, to have that information deleted by us. If you wish to discuss the Clinic's use of your information, or wish to have access to copies of your personal information we hold, please contact the Legal Advice Clinic Director on lawclinic@westminster.ac.uk.
- iii. You have the right to complain to the Information Commissioner's Office (ICO) about our handling of your personal information. See: <https://ico.org.uk/>
- iv. You have the right to object to the processing of your personal information on certain grounds. Please contact the Clinic Director.
- v. If you wish to see a copy of the Legal Advice Clinic's data protection policy then please ask your student advisor, a member of our Clinic staff or contact lawclinic@westminster.ac.uk.