

LJMU LEGAL ADVICE CENTRE

Privacy Notice

If you wish to receive advice from LJMU's Legal Advice Centre ("the LAC", "we"), we will need to receive certain information from you. This privacy notice explains how we do that, why, and what your rights are. Clinic staff will explain the information set out below before undertaking any work on your case. Please feel free to ask clinic staff if you do not understand any part of the information, or to ask a friend or relative or other person known to you or otherwise (such as a translator) to assist you with the information.

Who are we?

The LAC is part of LJMU's School of Law and is coordinated by Rachel Stalker. Each year law students volunteer to participate in the LAC, after a period of training, and local solicitors also provide supervision and advice. All our services are free of charge.

The LAC is part of LJMU, so any data we hold is subject to LJMU's Data Protection policies, Privacy Notices and guidance notes. All of these can be found at the following link:

<https://www.ljmu.ac.uk/legal/privacy-and-cookies>

What information do we ask for?

We will ask you for:

- your name, address, and contact details, which is "personal information", and we may also ask for "special category information" which includes details of your race, ethnicity, sexual orientation etc.
- the name(s) and address(es) of any other parties and/or opponents involved in your matter.
- Information about your case which will allow us to provide you with legal advice.

Why do we ask for that information?

We ask for this information in order to be able to decide whether we are able to offer you a place at our drop in or appointment clinics, and if so, to provide you with legal services.

We also have to make sure that we have not previously advised someone you are now in a dispute with, because this would put the LAC and/or solicitors who volunteer with us in breach of our professional duty to avoid a conflict of interest.

How do we get your information?

If you make an online query, you will input your details into either

- (a) our online form, where they are held confidentially and shared in accordance with this privacy policy, or
- (b) our CLOCK system, where they are held confidentially and shared in accordance with the site's privacy policy, which can be found here: <https://clock.uk.net/Pages/Privacy>

Alternatively, we may ask you for this information verbally if you approach us by telephone, by letter or in person to ask us to provide you with legal services.

How do we use information about you?

We will use your information to help you in connection with the legal problem you have come to see us about.

Once you have given your consent in writing online or in hard copy, we will share your information with our volunteer students and solicitors who will be meeting with you at a drop in or appointment clinic. They will use your information to check they have not previously advised someone you are now in a dispute with, and also to help you in connection with the legal problem you have come to see us about.

When you come in for a drop in clinic or an interview by appointment, we will make notes of that information and any copy documents you provide us with, in order to provide you with legal advice.

We do not share your information with any other third party and neither the LAC nor any of our solicitor or student volunteers contact any third party to share your information or pass on information about you. For the avoidance of doubt, this includes anyone you might be in a dispute with or their legal representatives.

You can withdraw your consent to our use of your personal information at any time.

Access to and accuracy of your information

You have the right to correct inaccurate information that we hold about you, and in certain cases, to have that personal information deleted by us.

If you wish to have copies of the personal information we hold about you, please provide us with your request (we can assist you with your request). We are obliged to provide you with a free copy of the personal information that you request within 1 month.

How do we keep your information?

We keep your information in a hard copy file which we keep securely at the LAC office or in secure archiving. Electronic information about you is held in our confidential i-Law case management system.

How long will we keep your information?

We will keep information about you only:

- for as long as to comply with any legal requirement concerning your information;
- in the event that a complaint is made;
- so as to ensure that information about you is accurate and up to date; and,
- for the purposes of research and statistical analysis.

We usually hold your information for 7 years in case you complain about our services.

Once we decide that it is no longer necessary to keep your information we will either delete it from our records or remove any reference to you.

Information held by third parties outside the EEA

In the rare event that we may need to rely on other organisations that are based outside the EEA, we will only transfer your personal information outside the EEA in order to enable us to assist you with your case and we will ask that the organisation takes steps to protect your data in the same way we do. If we needed to transfer your information outside the EEA we will ask for your consent to do so.

Further Information

If you wish to discuss any questions about this privacy notice, you are welcome to contact Rachel Stalker, the LAC Coordinator (r.stalker@ljamu.ac.uk) or alternatively the University's Data Protection Officer.

You have the right to complain to the Information Commissioner's Office (ICO) about our handling of your personal information, and the right to object to the processing of your personal information on certain grounds. For further details see: <https://ico.org.uk/>

Client's name

I consent to the LJMU Legal Advice Centre using my personal information (including my sensitive personal information) in the ways explained above.

Client's signature / date

- i. You can withdraw your consent to our use of your personal information at any time.
- ii. If you wish to discuss the clinic's use of your information please contact Rachel Stalker: r.stalker@ljmu.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 speak to Rachel Stalker if you wish to do so: r.stalker@ljmu.ac.uk.