

Contact us

If you would like the information we hold about you, please email or write to us.

If you're unhappy with how we hold information about you please speak to the manager. Or you can use the complaints procedure on the Citizens Advice website:

 citizensadvice.org.uk/complaints-procedure

Citizens Advice helps people find a way forward

We provide free, confidential and independent advice to help people overcome their problems.

We are a voice for our clients and consumers on the issues that matter to them.

We value diversity, champion equality and challenge discrimination. We're here for everyone.

citizensadvice.org.uk



© Citizens Advice June 2017

Citizens Advice is an operating name of
The National Association of Citizens Advice Bureaux.
Registered charity number 279057.

How we look after information you give us



Our information
charter

This leaflet explains how we look after your personal information.

We collect information from you to:

- give you the right advice
- find your details if you need another service
- share with our partners so they can help you (we will ask you first)
- inform our research
- share with researchers and our funders in a way you can't be identified

When we ask for personal information, we promise to:

- make sure you know why we need it and how it will be used
- let you decide what you want to tell us

When using your information, we will:

- keep it safe and make sure nobody sees it who should not
- take it very seriously if your information is not used properly or kept safe
- follow the Data Protection Act 1998, the law that protects how information about you is used
- not share information without your permission, unless required to do so by law or it is absolutely necessary
- not sell or share your personal information with commercial organisations

For further information, see our privacy policy:

 citizensadvice.org.uk/privacy-policy

Finding out the information we hold about you

You can find out if we hold any personal information about you by making a request to us. If we do hold information about you, we will:

- give you a description of it
- tell you why we are holding it
- tell you who could see it
- give you a copy of the information

