



PRIVACY NOTICE

East European Resource Centre takes data protection and data security extremely seriously. As part of our work, we collect and process personal data of the people who interact with us. This Privacy Notice explains the types of personal data we may collect about you. It also explains how we'll store and handle that data and keep it safe.

CONDITIONS FOR PROCESSING DATA

We are only entitled to hold and process your data where the law allows us to. The current law on data protection sets out a number of different reasons for which a charity may collect and process your personal data. We might collect data to communicate with our users, to provide them with the requested information or to improve our services.

We might collect your data for the following reasons:

Contractual obligation.

The main purpose for our holding your data is to provide you with advice, support and legal services that you have requested or been referred to. This is based on the agreement we have with you. This agreement is a contract between us and the law allows us to process your data for the purposes of performing a contract (or for the steps necessary to enter in to a contract).

Legitimate interest

In specific situations, we require your data to pursue our legitimate interest in a way which might reasonably be expected as part of running the charity and which does not materially impact your rights. This may include to satisfy our external quality auditors or our Regulators.

Compliance

If the law requires us to, we may need to collect and process your data. For example, we can pass on details of people involved in fraud or other criminal activity.

Consent

In some situations, we can collect and process your data with your consent. When collecting your personal data, we'll always make clear to you which data is necessary in connection with a particular service.

We may also record your data and contact you in regard to the payments you make to EERC, to communicate with you in regard to our work and campaigns, and to obtain information to improve our services and user experience.

WHEN DO WE COLLECT YOUR DATA?

We normally collect your data when you provide it to us or when it is provided to us by others. This information may be collected via telephone, email conversations, face to face interactions and by post.



WHAT SORT OF DATA DO WE COLLECT?

We collect your name and contact details. This may include asking for and keeping a copy of your passport/national ID/driving licence and proof of address.

Where you are applying for welfare rights or legal aid, we may also gather financial information from you and your National Insurance number.

When we are providing you with advice we will ask for details of your case, correspondence you have had with other parties and authorities, and other information relevant to your case and information about your family members. We also collect and hold information about your case or legal problem.

SENSITIVE DATA

We sometimes also collect sensitive, personal data about individuals. This includes information about your health, religion, sexuality, ethnicity, and criminal records. We will normally only record this data where we have your explicit consent, unless we are permitted to do so in other circumstances under data protection laws. For example, we may make a record that a person is vulnerable to comply with requirements under charity law and for safeguarding purposes.

Where we are providing you with advice or support services, we may record your sensitive personal data if this is necessary for the advice, or if it is in the substantial public interest because we would not be able to provide our services without doing so.

HOW DO WE USE YOUR DATA?

We use your data for the purposes of providing you with legal advice, assistance and where appropriate, representation and for reasons directly associated with those services (i.e. providing information to quality auditors and regulators).

We will keep all your relevant personal information - including notes, letters, emails and information given to us about you in a confidential record. We use an electronic case management system as well as paper records to support our advice.

We may need to disclose and discuss your personal information to third party individuals or organisations if this is necessary to help resolve your issue. This may include: legal representatives and advisers, other support providers, courts and tribunals, local authorities, the DWP/Job Centre or HMRC, and the Home Office.

We will discuss this with you as we go along, and will only act with your express consent unless one of the other legal bases in data protection legislation applies.

SECURITY OF YOUR PERSONAL DATA

We take protecting your data very seriously. The data you give us may be subject to Legal Professional Privilege and is often extremely sensitive and confidential.



With this in mind we will treat your data with the utmost care and take all appropriate steps to protect it. We have clear data protection and information security policies and procedures in place (along with Regulatory and other legal obligations to keep your data safe) and compliance processes.

We protect our IT system from Cyber Attack. Access to your personal data is password-protected and regularly monitor our system for possible vulnerabilities and attacks to identify ways to further strengthen security.

RETENTION OF YOUR DATA

We only keep your data for as long as is necessary for the purpose(s) for which it was provided. Normally this is for 6 years after your case or matter ends. This is because we are required to keep client files for that period by our Regulator. This also protects you should you be unhappy with our services and want to complain.

For some cases we may decide that it is proper and appropriate to keep data for longer than 6 years, but we will notify you if we believe that your case falls into this category.

WHO DO WE SHARE YOUR PERSONAL DATA WITH?

We sometimes share your personal data with trusted third parties. We only do this where it is necessary for providing you legal services or for the effective operation of our legal practice. For example, we may share your data with solicitors and barristers; experts; translators; auditors, support workers.

We provide only the information they need to perform their specific services. They may only use your data for the exact purposes we specify in our contract with them.

WHERE IS YOUR DATA PROCESSED?

Your data is stored and processed within the UK. If we ever have to share your personal data with third parties and suppliers outside the UK we will seek your specific consent to do so.

WHAT ARE YOUR RIGHTS

You have the following rights:

Your right to access- you have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.



Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

To ask for your information, please contact the Data Protection Officer, Alex Kowalska at alex@eerc.org.uk.

OUR LEGITIMATE INTEREST

In cases where we are processing your personal data on the basis of our legitimate interest, you can ask us to stop for reasons connected to your individual situation. We must then do so unless we believe we have a legitimate overriding reason to continue processing your personal data.

HOW TO COMPLAIN

If you have any concerns about our use of your personal information, you can make a complaint to us at alex@eerc.org.uk.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113 ICO website: <https://www.ico.org.uk>

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