

Data Privacy Notice

As Data Controller Keele University is committed to looking after your data.

This ancillary privacy notice details the specific data processing activities which will take place in relation to the processing of Personal Data within the Legal Advice Clinics.

This Privacy Notice should be read in conjunction with other privacy information which you can find at:

<https://www.keele.ac.uk/legalgovernancecompliance/legalandinformationcompliance/informationgovernance/checkyourinformationisbeinghandledcorrectly/>

Staff in the Legal Advice Clinic will explain the information set out below before undertaking any work on your case. Please feel free to ask staff if you do not understand any part of the information.

Data Protection Principles

We will comply with data protection law. This says that the personal information we hold about you must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

How is your personal information collected?

We will collect data directly from you in a variety of ways, for example online, by telephone, email or in person.

We will ask you for:

- Your name, address and contact details and business details if applicable, which is personal information and we may also ask for special category information which includes details of your race, ethnicity, sexual orientation, health and finances, depending on the nature of your case;
- 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.

The legal basis for processing

The University must have a valid lawful basis for processing your personal data. The reason in the Legal Advice Clinic's case is as follows:

- 'contract' - for the clinic to be able to deliver any agreement and provide legal advice and assistance to you (or determine whether your query is one that we are able to assist with).
- To comply with a 'legal obligation', (for example, a regulatory obligation to report to the Solicitors Regulation Authority);

In addition, we will process your special category data where you provide it:

- For the establishment, exercise or defence of legal claims
- In the substantial public interest

How we will use information about you

We will use your information to help you in connection with the legal problem that you have contacted the clinic about.

If you provide us with information, our staff and / or students under supervision will input your information into the cloud-based case management system, Clio.

Data Sharing

Within the University, your data is shared only with those University staff and students who need to be able to access it for the purpose of running our pro bono services and advising on your case.

If we need to obtain any information about you from a third party or to convey any information about you to a third party for the purpose of assisting you, we will only do so if we have a lawful basis.

We require third parties to respect the security of your data and to treat it in accordance with the law. If any of the data shared involves the transfer of your personal data outside of the UK/EEA, this will be carried out with appropriate safeguards in place to ensure the confidentiality and security of your personal information.

Where your matter falls outside the scope of the Legal Advice Clinic, and another organisation may be better placed to assist, we may share your personal information with one of our trusted legal partner organisations, but only where this is necessary to facilitate a referral and in accordance with applicable data protection laws.

Data Retention Period

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

Where we have given you legal advice, we will retain your personal information for a period of six years or as long as necessary and in line with our statutory / regulatory obligations where appropriate.

Your Rights

You have a number of rights with regards to how we process your information.

Full details of these rights and how to exercise them can be found at <https://www.keele.ac.uk/informationgovernance/yourdata-yourrights/>

You do not have to provide us with any information however, our ability to advise you might be affected if you do not.

For initial queries about your matter please contact legal-advice-clinic@keele.ac.uk

Data Protection Officer

We have appointed a Data Protection Officer (DPO) to oversee compliance with this privacy notice. If you have any questions about this privacy notice or how we handle your personal information, please contact the DPO. You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

DPO contact details: dpo@keele.ac.uk

ICO contact details: www.ico.org.uk

Changes to this Privacy Notice

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.