Liverpool Law Clinic Privacy Notice August 26-27

Who will own my data once I submit it? University of Liverpool

Why do you need my information?

- We need your personal information in order to provide you with legal advice and representation.
- We will also need your information to monitor our services, for example to look at diversity and equality or to look at whether we need to increase resources for certain types of advice and representation.
- We may also need your data for regulatory purposes, for example if our regulators, OISC, SRA or the Legal Services Ombudsman need to investigate a complaint or conduct an audit.

What allows you to use my information?

Normally, we process your data with explicit consent. Sometimes we do so because it is necessary for:

The performance of our agreements to provide you with legal advice or in order to take steps at your request before entering into an agreement with you to provide legal advice. This will include:

- Determining whether your query is one that we are able to assist you with.
- Providing legal advice and assistance to you.
- Compliance with a legal obligation (for example, identity checks under money laundering legislation) or regulatory obligation (for example, reporting to the Solicitors Regulation Authority).
- The performance of tasks we carry out in the public interest (for example, the educational benefits for our students giving legal advice).
- For the purposes of an external organisation's legitimate interests (for example, to enable your access to external services such as volunteer solicitors from local law firms and chambers)

Who will my information be shared with?
Normally the only people who will see your data on your case file are the people who work on your case, who are:

- The lawyer who is advising or representing you
- A small team of student who will work on your case
- The Clinic administrators
- Interpreters (if needed)

Sometimes another lawyer in the Law Clinic may review your file as part of our quality and supervision procedure. Some of the student work is assessed, so an external examiner may see your data when looking at the students' work.

Sometimes a lecturer in the Law School who does not work in the Law Clinic may see some of your information when reviewing student work, or observing teaching for quality and supervision.

The lawyers working in the Clinic have a professional duty of confidentiality because they are regulated by the Solicitors Regulation Authority or the Bar Standards Board.

Students, the administrators, interpreters and external examiners all agree to follow the same codes of conduct as solicitors in order to protect confidentiality.

If we are investigated by one of our regulators, or there is a claim against us, the regulators or the insurers may see your file.

From time to time we produce reports about our work, which will include information such as the number of clients we have advised and the type of problems we have assisted them with. Your data will be used to prepare these reports, but all information published and shared is anonymous and your details will not be shared. For example, we might say "60% of the clients with family law problems reported domestic abuse", "We assisted 24 clients with immigration problems."

If we need to share your information with another professional in order to help with your case, we will ask for your permission before doing so.

Do I have to provide this information and what will happen if I don't?
We need your information in order to provide you with a legal service. If you do not provide us with information asked for, we will not be able to provide you with a legal service.

How long will you keep this data for and why?
Your information will remain on the electronic database for at least 6 years, or until you are 24 if we advise you when you are under 18.

How will my information be stored?
We will keep an electronic record of your case file in our secure case management system call Advice Pro. Students working on your case may also save work on a secure University file storage system called Sharepoint.

If we have a paper file, it will be stored in the Law Clinic in the School of Law and Social Justice in a locked filing cupboard. If lawyers work from home, they will store your file in a locked drawer or cupboard in their home. No one except the lawyers can remove files from the Law Clinic.

When your case is finished, we will keep an electronic record of your case file in our secure case management system call Advice Pro. If there is a paper file, it will be stored in the University's secure archiving system.

Will this information be used to take automated decisions about me?
No.

Will my data be transferred abroad and why?
If your data needs to be transferred abroad, we will discuss the reasons for this with you and ask for your permissions before doing so.

What rights do I have when it comes to my data?
Under the General Data Protection Regulation, you may have the following rights with regards to your personal data:

- The Right to subject access – you have the right to see a copy of the personal data that the University holds about you and find out what it is used for.
- The Right to rectification – you have the right to ask the University to correct or remove any inaccurate data that we hold about you.
- The Right to erasure (right to be forgotten) you have the right to ask the University to remove data that we hold about you.
- The Right to restriction – you have the right to ask for your information to be restricted (locked down) on university systems.
- The Right to data portability – you have the right to ask for your data to be transferred back to you or to a new provider at your request.
- The Right to object – you have the right to ask the University to stop using your personal data or to stop sending you marketing information or complain about how your data is used.
- The Right to prevent automated decision making – you have the right to ask the University to stop using your data

to make automated decisions about you or to stop profiling your behaviour (where applicable).

Please note that not all rights apply in all situations. To find out more about your rights under the GDPR, please visit the Information Commissioner's website.

To request a copy of your data or ask questions about how it is used, contact:

- Dan Howarth, Data Protection Officer
- Email: legal@liverpool.ac.uk
- Post: Legal & Governance, University of Liverpool, Foundation Building, 765 Brownlow Hill, Liverpool L69 7ZX

Who can I complain to if I am unhappy about how my data is used?
You can complain directly to the University's Data Protection Team by writing to:-

- Dan Howarth, Data Protection Officer
- By email: legal@liverpool.ac.uk
- Post: Legal & Governance, University of Liverpool, Foundation Building, 765 Brownlow Hill, Liverpool L69 7ZX

You also have the right to complain to the Information Commissioner's Office using the following details:

- The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
- Telephone: 08456 30 60 60 or 01625 54 57 45
- Website: www.ico.org.uk

The Liverpool Law Clinic is regulated by the Office of the Immigration Services Commissioner, reference N201900072. Our legal staff: Mr James Betts, Ms Helenor Birt, Ms Judith Carter, Ms Sumita Gupta, Ms Deborah Tyfield and Ms Lucy Yeatman: solicitors, regulated by the Solicitors Regulation Authority.
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