

Legal Advice Centre

Privacy Notice

February 2022

ljmu.ac.uk/LAC

Legal Advice Centre Privacy Notice

Information you need to know:

The Legal Advice Centre (LAC) is part of Liverpool John Moores University. Further information on the institution can be found here: <https://www.ljmu.ac.uk/>

Liverpool John Moores University is the Data Controller.

Our Data Protection Officer can be contacted at DPO@ljmu.ac.uk

LJMU takes your privacy very seriously. This privacy notice explains how we use your personal information and your rights regarding that information. We will always use your data as set out in the principles of the General Data Protection Regulation (GDPR) and all current Data Protection Legislation. We are committed to being transparent about how we collect and use your data and to meeting our data protection obligations.

For information about how the wider university uses personal data please see the [Privacy Notice](#) section of our website.

What information are we collecting?

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, 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.

If you make a query online, in person or by telephone, our administrators and/or students working under supervision will input your information into

- (a) our secure case management system, where your information is held confidentially and processed 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>

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 students and solicitors who will be meeting with you at the LAC, in person or remotely. The solicitors 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 attend our clinic remotely (by phone or via Microsoft Teams), we will make notes of the information and any copy documents you provide us with, in order to provide you with legal advice. These notes are:

- created directly into our confidential case management system and stored there; and/or
- hard copy notes are made, kept on paper case files which are kept in the LAC premises in secure storage.

If we speak to you by phone or via Microsoft Teams, we will ask your permission to record the conversation for educational and training purposes, subject always to our rules of confidentiality. You are free to say no and it will not affect the service we give you in any way whatsoever.

When you receive your advice letter, you will be asked to complete a short feedback questionnaire about the service you received. This is entirely anonymous. If you provide comments on our service we may quote those in our annual reports, and you will not be identified or identifiable.

Around 3-4 months after your appointment, we will contact you using the preferred method you indicated when you initially contacted us, to ask you how matters have progressed and if our advice has been helpful. You do not have to reply to us, but if you do we will share your feedback with the team who advised you, subject always to our rules of confidentiality, in order to continuously improve our services.

We do not share your information with any other third party and neither the LAC nor any of our solicitor or students ever 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, including any audio or Teams recording we may make of your clinic session with us.

Why are we collecting your data and what is the legal basis for this?

LJMU will collect personal data from you for several reasons, and will at all times do so in compliance with the principles of the GDPR, and for one of the legal basis set out in Article 6 of the Regulation.

You consent to provide us with this information in order to be able to decide whether we are have capacity and expertise to offer you an appointment with the LAC, 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.

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.

You can withdraw your consent to our use of your personal information at any time, including any audio or Teams recording we may make of your clinic session with us.

Who has access to this data?

Your personal data will be used only by relevant LJMU staff and students where the data is necessary for them to undertake their designated role.

Only solicitor staff conducting work in the LJMU LAC have access to your data. We share your information with local solicitors who volunteer in the LAC in order for them to ensure they have no conflict of interest in advising you, and to allow them to help in providing you with advice.

Students who participate in the LAC all sign confidentiality undertakings and work under supervision at all times.

How does the university protect your data?

The university takes Data Protection very seriously and at all times your personal data will be handled in line with the university's Information Security Policy.

We keep your information in two ways:

- a hard copy file which we keep at the LAC premises in a secure store room. This will include hard copies of any documents we send to you, along with our notes and any hard copy documents provide us with in order to provide you with advice or representation; and
- an electronic file in our secure Clio case management system information. This will include copies of our communications with you, electronic file notes, and any documents you provide us with via email or other digital means. Any audio or visual recordings are stored in our confidential Microsoft Team.

The LAC's secure store room and case management system are accessible only within the LAC premises and only by students and solicitors who work in the LAC.

For how long does the university keep your data?

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 archive hard copy files containing your information at the end of each academic year. We usually hold your information (whether in hard copy or digital form) for 7 years in case you complain about our services. We will delete any recordings of your clinic session with us after 18 months, or earlier if you ask us to.

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.

Your rights

As a data subject, you have a number of rights. You can:

Access and obtain a copy of your data on request, this could be in a portable electronic format.

Require the university to change incorrect or incomplete data if you think that it is inaccurate or out of date.

Require the university to delete or stop processing your data, for example where the data is no longer necessary or legally required for the purposes of processing.

If your personal data has been provided by consent, you have a right to withdraw that consent at any time.

If you would like to exercise any of these rights, please contact the Data Protection Officer DPO@ljmu.ac.uk

What if you do not provide data?

We can only provide legal advice and assistance to you if you provide personal data, as set out above.

Transfers of data outside the UK

Generally, we do not send your personal data outside the UK. However, in some specific cases we may transfer the personal data we collect to countries outside the UK in order to perform our contract with you/or a contract with another organisation that requires your personal data i.e. a collaboration agreement with a university based outside of the UK. Where we do this, we will ensure that your personal information is protected by way of an 'adequacy regulation' with the UK or by putting alternative appropriate measures in place to ensure that your personal information is treated by those third parties in a way that is consistent with and which respects the UK laws on data protection, for example model contractual clauses, data sharing/data processing agreement and binding corporate rules (where applicable).

Automated decision making

We will not make any decisions about you automatically using a computer, based on your personal data. All decisions affecting you will be taken by a human.

How to complain to the Information Commissioner's Office?

You have the right to complain to The Information Commissioner if you believe that our processing of your personal data does not meet our data protection obligations. The Information Commissioner can be contacted:

By post: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK95AF.

By phone: 0303 123 1113.

By email: contact can be made by accessing www.ico.org.uk