

LAW IN REAL LIFE SERVICES

PRIVACY NOTICE

OUR CONTACT DETAILS

Name: LawIRL Services c/o

Address: The City Law School, City St George's, University of London, Northampton Square, London EC1V 0HB, United Kingdom

Phone Number: 020 7040 5414

E-mail: general enquiries: clac@citystgeorges.ac.uk

WHO WE ARE

The LawIRL services are based at the City Law School, City St George's, University of London ("**City St George's**").

They include the City Community Legal Advice Centre, the City Law School Innocence Project; the City School Exclusion Service, and the City Law School IPP Appeal service ("**the services**"). We provide advice, casework and representation to members of the public on certain areas of law.

This privacy notice explains the kinds of information we may obtain from or about you when you contact our service. It sets out how we may use that information and who we may share that information with.

We respect your right to privacy and are committed to protecting the personal information provided to us and meeting our legal duties under the Data Protection Act (DPA) 2018, the UK General Data Protection Regulation (UK GDPR), and any other applicable data protection laws. We will keep any personal information you provide us or which we obtain about you, secure and confidential using appropriate organisational and technical measures. Your personal information will never be sold and will not be used for any other purpose unless the law permits us to do so.

This privacy notice explains how the services use, and share your personal data, and your rights in relation the data that we hold. This notice applies particularly to clients of the LawIRL services and should be read alongside City St George's [general privacy notice](#).

City St George's is a data controller in terms of the DPA 2018 and the UK GDPR and is registered with the Information Commissioner's Office (ICO) with the registration number **Z8947127**.

WHAT INFORMATION DO WE COLLECT?

The types of information we collect will include names, date of birth, email addresses, postal addresses, telephone/mobile numbers and a summary of your case. If we take you on as a client then, at a later stage, you may also have to provide photo identification to prove your identity.

This is to comply with money laundering regulations. You may also have to provide us with copies of documents which relate to your legal query, for example your contract of employment, a tenancy agreement, a court judgment, CCTV footage or a child arrangements order.

DO YOU HAVE TO PROVIDE YOUR PERSONAL INFORMATION AND WHAT ARE THE CONSEQUENCES OF NOT DOING SO?

You must provide us with your name and either an email or telephone contact and brief details of your enquiry to allow us to deliver the agreement (or 'contract') we have with you. These services include responding to your initial enquiry to tell you whether we can help you and providing free legal advice to you. If you do not, we will not be able to inform you about whether we can assist you with your enquiry or provide you with any legal advice.

You do not have to provide any other information if you do not wish to, but it would help us if you could provide the information, we request so that we can inform you whether or not we can help you with your concern.

If you do not wish to provide us with this information over the telephone or by email, you can contact us to discuss this, by email to clac@citystgeorges.ac.uk or you can call a member of staff on **020 7040 5414**.

We also have a voicemail service where you can leave a message with some brief details, and we will return your call. You are not obliged to leave your details in a voicemail message but if you do, we will delete the voicemail once we have returned your call.

By providing us with your personal information, you acknowledge that the service may process your personal information in accordance with the purposes as laid out in this privacy statement.

You may ask us to stop acting on your behalf at any time by notifying us by email at clac@citystgeorges.ac.uk or writing to us at the City Law School, City St George's, University of London, c/o the Community Legal Advice Centre, Northampton Square, London EC1V 0HB.

HOW DO WE COLLECT INFORMATION?

We obtain personal information from you and any parties to the case when you enquire about our legal advice service. This will often be by telephone, email or online enquiry form. We may also receive information about you from third parties, for example, from a referral agency, or from a friend or family member who contacts us about our service on your behalf.

WHY DO WE PROCESS THIS INFORMATION?

We require your information to be able to contact you after we have received your enquiry and to tell you whether we can help you or not. We may also need the information to enable us to address your query, decide whether we can offer you an appointment and/or to provide you with legal advice or referral information.

WHAT IS OUR 'LEGAL BASIS FOR PROCESSING'?

To be able to process your personal information, we must have a valid legal reason for doing so.

We process your initial enquiry under the lawful basis of public task per our [Royal Charter](#), as the service that City St George's offers for free to support people who otherwise would not have access to legal advice, and it provides valuable experience to our students.

If we are in a position to provide free legal advice to you, we enter into an agreement (or 'contract') with you. Once this happens, we process your personal information under the lawful basis of performance of a contract (including pre-contractual steps taken at your request). The reason we need your personal information is to deliver any agreement (or 'contract') we have with you. This includes providing free legal advice, either verbally (which is provided by a qualified lawyer at most interviews) and also in the form of a written letter confirming the advice you were given following your request for advice. It can also include providing a written response to your initial enquiry, which could be a positive or negative response in relation to whether we can help with your case.

Special category data are personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, health, sex life or data concerning sexual orientation.

We process special category data and criminal offence data in accordance with the requirements of Article 9 and 10 of the UK GDPR and Schedule 1 of the DPA 2018. If you would like further information in relation to the conditions which permit the processing of your special category data, please email clac@citystgeorges.ac.uk

City St George's also processes and stores CCTV footage for security and safety. For further information, please [read our CCTV Policy \[PDF\]](#).

WHAT WE DO WITH THE INFORMATION WE HAVE

We shall use your information only for the purposes of contacting you in relation to your enquiry, considering whether we can assist you, and providing legal advice to you, along with other purposes specified in this privacy notice (as updated from time to time). This includes administrative, legal and regulatory purposes related to the provision of our services.

Within the service we may use the information to analyse trends, for reporting, or to audit our performance. This enables us to monitor and improve the quality of advice that we offer you. Wherever possible (i.e. if we do not need to know who you are) we will not use identifiable information for these purposes. Your personal data will be protected at all times.

Your personal information will never be sold and will not be used for any other purpose unless the law permits us to do so.

HOW WE STORE YOUR INFORMATION

Your information is securely stored as a mixture of paper and/or computer records on City St George's premises and our cloud-based case management system. We have taken steps to implement appropriate technical and organisational measures with a view to protecting the personal data we process about users of our services.

All individuals working within the services (including students) are aware of the confidential nature of these records and we will only release this information in accordance with the law.

HOW LONG DO WE KEEP YOUR INFORMATION FOR?

We aim not to keep data for longer than we need to.

The length of time we will keep your information for will depend on which of the following categories you fall into:

Category	Explanation of Category	When will your information be deleted?
General enquiries received over the telephone or via email on areas of law which are outside of the service's remit.	You may be signposted to other organisations to seek advice and/or informed as soon as we can that the service cannot help.	We will delete your information no later than six months after your initial enquiry.
Requests for appointments via email or telephone which initially fit the remit of our service.	The details of your enquiry are passed on to a supervising solicitor for assessment, but they decide we are unable to assist.	We will delete your information no later than six months after the date we let you know we are unable to assist.
Taken on as one of our clients.	Where you have come in for an appointment with our service and then received a written letter of advice.	We will delete your information no later than seven years after the date we formally close your case file.
No further correspondence received from you (i.e. you did not get back in touch by email, telephone or in person).	Where we have emailed/telephoned you following your initial query to ask for further details and you have not returned our call. We attempt to call clients a maximum of three times.	We will delete your information no later than six months after the date of the last attempt to contact you.

DO YOU SHARE MY INFORMATION WITH OTHERS?

In the course of dealing with your legal query, we store information on our case management system, which is secure and cloud-based. To ensure your data is adequately protected, City staff and students will only use City St George's email accounts to communicate about your case, and information is stored securely on a case management system with controlled access. The way we process your data is covered by our [Data Protection Policy](#).

The LawIRL services are members of [LawWorks](#), the charity committed to enabling access to justice through free legal advice across England and Wales. LawWorks requests annual statistics from us. Your personal data will be protected at all times.

The services manage cases in conjunction with our partner law firms and volunteer lawyers. Your personal information will be shared with them in the course of providing legal advice. This may involve emails for activities such as conflict checks; your case will be managed via our case management system. City St George's partner law firms and their volunteer lawyers have a duty as solicitors to keep client data confidential, per the Solicitors Regulation Authority [guidance](#) on the confidentiality of client information.

We may also share your information with other third parties in situations where we are obliged to take action, for example with respect to safeguarding, money laundering or in the event of a complaint. Where possible, we will advise you before your information is shared.

Your personal information will never be sold and will not be used for any other purpose unless the law permits us to do so.

YOUR DATA PROTECTION RIGHTS

Under data protection law, you have rights including:

Your right of 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 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 information in certain circumstances.

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

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

Your rights in relation to automated decision-making – You have the right not to be subject to a decision based solely on automated processing, including profiling, which has legal or other significant effects on you as an individual. In practice, however, the services do not undertake

this form of processing activity (i.e. in essence, using computer software alone to make decisions about people) in the course of providing its services to you. You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. If you wish to exercise any of these rights, please send your request to the Data Protection Officer via [email](#) or by post to:

City St George's, University of London
Information Assurance Team
Northampton Square
London EC1V 0HB
United Kingdom

FURTHER INFORMATION

Further information regarding your individual rights is available from the [Information Commissioner's website](#).

City St George's legal documents and policies can be accessed [here](#). These include various [privacy policies and related documents](#). City St George's also has a [Data Protection Policy](#) that sets out how we process personal data to ensure that it is always kept secure and only used appropriately.

WHO CAN YOU CONTACT IF YOU HAVE A CONCERN?

City St George's has an appointed Data Protection Officer who can be [contacted by email](#) or by writing at the following address:

City St George's, University of London
Information Assurance Team
Northampton Square
London EC1V 0HB
United Kingdom

[+44 \(0\)20 7040 5060](tel:+442070405060)

Website: <https://www.citystgeorges.ac.uk/>

THE INFORMATION COMMISSIONER'S OFFICE

The Information Commissioner's Office (ICO) is responsible for making sure that personal data is collected and processed in accordance with the UK GDPR and the Data Protection Act, 2018.

If you are dissatisfied with the way in which your personal data has been processed, you may lodge a complaint with them by contacting:

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

Helpline number: [0303 123 1113](tel:03031231113) ICO website: <https://ico.org.uk/>