

Advice Line Privacy Statement

Updated: October 2019

This privacy statement sets out how Protect collects, uses, and protects any information that you give Protect when you contact our advice line, and what controls you have over the use of it.

We are committed to protecting your privacy when you use our services (either via the website, telephone, email or other method of communication) in accordance with EU GDPR. If we ask you to provide certain information by which you can be identified when using our services, it will only be used in accordance with this privacy statement.

Any questions regarding our privacy statement should be directed to our data protection officer Francesca West who can be contacted on 0203 117 2520 or Francesca@protect-advice.org.uk

[Your acceptance of these privacy statement terms](#)

By contacting our advice line service you consent to the collection and use of your personal information in the manner set out below. All information communicated to us is subject to lawyer-client privilege and so will not be disclosed to any third party without your consent unless there is a legal requirement for us to do so¹.

Please note you retain the right to remain anonymous during your contact with the advice line. We will still retain a record of the contact you have with us.

[What we collect](#)

If you contact our advice line service we may collect the following information (all under lawyer-client privilege):

- contact information including name, email address and telephone numbers
- information relevant to the issue you are seeking advice about and your enquiry / case
- information relevant to your employment

By seeking advice from us you are automatically agreeing to the collection and processing of relevant data including a note of the discussion we have had with you and the advice provided during the course of our engagement with you.

[How we use the information we collect](#)

1. To provide legal services, in order to provide you with legal advice and aimed at protecting the public interest;
2. for advice during the course of legal proceedings; or otherwise for establishing, exercising or defending legal rights;
3. for the purposes of internal records keeping in compliance with our legal obligations;
4. to conduct feedback surveys so we can improve our advice line service, as well as the organisation as a whole
5. to conduct research and compile reports in order to understand trends and identify areas in various sectors which require improvement. Please note no sensitive and personal information will be included in reports without your express consent.

[Security](#)

Protect is committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and

¹ The circumstances where this would apply are extremely limited, if we are aware of information which represents an imminent and serious risk to life and limb, or where the law relating to financial crime applies, we would take legal advice about the breach of legal professional privilege. This has not been necessary in 25 years of operation.

managerial procedures to safeguard and secure the information we collect in accordance with data protection law.

Our website and internal system which we store data on is hosted by an external company. All information that you provide Protect is held securely by our website supplier in accordance with the EU GDPR.

Protect will not sell, distribute or lease your personal information to third parties unless we have your consent or are required by law to do so.

As part of our case work and only with your consent, we may transfer your personal information to countries where restrictions on the use of personal information are not of the same standard as ours in the UK. If this is the case, we will put appropriate measures in place to address this shortfall to ensure your privacy is safeguarded at all times.

Retention of data

We will store your data on our secure system for the purposes of complying with our legal obligations under the SRA rules. Accordingly, you cannot request that we delete your data from our system as we are justified in holding it under the EU GDPR and required by law. You can however at any point during the course of your contact with our advice line service request a copy of the data we hold in relation to your case.

Changes to policy

Any amendments we make to our privacy policy will be in accordance with the EU GDPR and can be accessed on this webpage. Please feel free to check back at your leisure in the event of any changes.