

Citizens Advice Pembrokeshire

Privacy Policy

At Pembrokeshire Citizens Advice, we collect and use your personal information to help solve your problems, improve our services and tackle wider issues in society that affect people's lives.

This privacy policy explains how we use your information and what your rights are. We handle and store your personal information in line with data protection law and our confidentiality policy. The following pages tell you more about how we use your information in more detail.

Our network

Citizens Advice is a membership organisation made up of the national Citizens Advice charity and many local offices across England and Wales, including Pembrokeshire Citizens Advice. Pembrokeshire Citizens Advice is an independent charity and a member of the national Citizens Advice charity.

All members of the Citizens Advice network are responsible for keeping your personal information safe and making sure data protection law is followed.

Members of the network also run some jointly designed services and use some of the same systems to process your personal data. In these instances, we are joint data controllers for these activities.

Jointly controlled data

All offices in the Citizens Advice network use some joint systems to carry out our activities. These include joint case management systems, telephony platforms and more.

Staff from a different local Citizens Advice can only access your personal information in a joint system if they have a good reason. For example when:

- you go to a different office to seek advice
- more than one office is working together in partnership
- they need to investigate a complaint or incident

We have rules and controls in place to stop people accessing or using your information when they shouldn't.

Tell an adviser if you're worried about your details being on a national system. We'll work with you to take extra steps to protect your information - for example by recording your problem without using your name.

National Citizens Advice has a [privacy notice](#) available on their website that covers general advice and nationally managed systems, including our case

management systems. This policy covers the processing we carry out in our office.

How we use your data for advice

This section covers how we use your data to provide you with advice.

For general advice and nationally funded advice programmes please see the national Citizens Advice [privacy notice](#).

How we collect your information

To find out how we collect data from you, please see our [National Citizens Advice privacy policy](#)

What information we collect

To find out what information we ask for, see our [National Citizens Advice privacy policy](#).

What we use your information for

To find out how we use your information, see our [National Citizens Advice privacy policy](#).

Our confidentiality policy

At Citizens Advice we have a confidentiality policy which states that anything you tell us as part of advice will not be shared outside of the Citizens Advice network unless you provide your permission for us to do so.

There are some exceptions to this such as needing to share:

- to prevent an immediate risk of harm to an individual
- In select circumstances if it is in the best interests of the client
- where we are compelled to do so by law (e.g. a court order or meeting statutory disclosures)
- where there is an overriding public interest such as to prevent harm against someone or to investigate a crime
- to defend against a complaint or legal claim
- to protect our name and reputation for example to provide our side of a story reported in the press

Who we share your information with

Pembrokeshire County Council (PCC)
 Department of Work and Pensions (DWP)
 Shelter Cymru
 Pembrokeshire MIND
 CAIS
 NEST
 Pembrokeshire Association of Voluntary Services (PAVS)
 PATCH
 Pembrokeshire People First (PPF)
 Gwalia
 Red Cross
 Trussell Trust
 Pembrokeshire Care Society (PCS)
 Hafan Cymru
 Calan DVS

Our lawful basis for using your information

Purpose	Personal data (UK GDPR Article 6 requirement)	Special category and criminal offence data (UK GDPR Article 9 or 10 requirement)	Opt in/out required?
Advice, information and guidance provision	Article 6(1)(f) - Legitimate interests Where processing is not based on any public function. We have carried out a Legitimate Interests Assessment for this processing. Article 6(1)(e) - Public task	Article 9(2)(f) - establishment, exercise or defence of legal claims Where the processing relates to the establishment or defence of legal claims including legal rights including but not limited to those such as those in relation to benefits, debt, energy and housing. For criminal offence data the same provision is outlined in	No, though clients may have the option of being unnamed

Purpose	Personal data (UK GDPR Article 6 requirement)	Special category and criminal offence data (UK GDPR Article 9 or 10 requirement)	Opt in/out required?
	Where processing is based on official authority laid down by law or a statutory function. For example in relation to our consumer service functions.	Data Protection Act 2018, Schedule 1, Part 3 (33). Article 9(2)(g) - substantial public interest (statutory) Where our advice, information or guidance relates to a statutory function, such as in our consumer service we rely on Data Protection Act 2018, Schedule 1, (6) 'Statutory etc and government purposes'. This condition also applies to criminal offence data Article 9(2)(g) - substantial public interest (confidential counselling, advice or support) Where our advice, information or guidance relates to confidential wellbeing support. For example if supporting a client with issues relating to loneliness. The specific substantial public interest condition we rely on is in Data Protection Act 2018, Schedule 1, (17) 'Counselling etc'. This	

Purpose	Personal data (UK GDPR Article 6 requirement)	Special category and criminal offence data (UK GDPR Article 9 or 10 requirement)	Opt in/out required?
		condition also applies to special category data and criminal offence data. NB: there may be locally managed services which could rely on alternative lawful conditions for processing. The IG Team can assist with considerations on a case by case basis.	
Witness support	Article 6(1)(f) - Legitimate interests We have carried out a Legitimate Interests Assessment for this processing.	Article 9(2)(g) - substantial public interest Collection of SCD or criminal offence data is not usually necessary for this purpose but where it is we rely on the following provisions: For the purpose of administration of justice we rely on Data Protection Act 2018, Schedule 1, (7). Where we are providing emotional or wellbeing support we rely on is in Data Protection Act 2018, Schedule 1, (17) 'Counselling etc'. This condition also applies to criminal offence data.	No

Purpose	Personal data (UK GDPR Article 6 requirement)	Special category and criminal offence data (UK GDPR Article 9 or 10 requirement)	Opt in/out required?
Funder sharing	This will be dependent on the purpose the funder is processing data for and will need to be determined on a case by case basis. Check with the funder and the relevant guidance.	As per A.6 requirement	Case by case depending on purpose the funder is using the data for - check with funder
EDI monitoring	Article 6(1)(f) - Legitimate interests We have a legitimate interest in processing EDI data to ensure we are promoting equity and diversity in our service. We have a full legitimate interest assessment for this processing.	Article 9(2)(g) - substantial public interest Processing of information relating to race or ethnicity, religious or philosophical beliefs, health (including disability), and sexual orientation for the purpose of enabling , promoting or maintaining equality of treatment. Specifically we rely on is in the Data Protection Act 2018, Schedule 1, (8) 'equality of opportunity or treatment'. This substantial public interest category only applies to specific SCD criteria listed above and does not extend to criminal offence	Yes, clients and witnesses should be given the option of providing this data including 'prefer not to say' options

Purpose	Personal data (UK GDPR Article 6 requirement)	Special category and criminal offence data (UK GDPR Article 9 or 10 requirement)	Opt in/out required?
		data. However criminal offence data is not processed for EDI monitoring.	
Accessibility and reasonable adjustments	Article 6(1)(c) - Legal obligation We have legal obligations in accordance with the Equality Act 2010.	Article 9(2)(g) - substantial public interest Specifically we rely on Data Protection Act 2018, Schedule 1, (6) 'statutory and governmental purposes' in accordance with the Equality Act 2010. This will only apply to special category data and will not extend to criminal offence data but such data is not processed for this purpose.	Yes, clients can choose whether they provide this data or not
Statistical purposes and research (including feedback)	Article 6(1)(f) - Legitimate interests We have a legitimate interest to carry out statistical analysis and research using our client data. We have carried out a legitimate interest assessment for statistical processing, research and	Article 9(2)(j) Archiving, research and statistics As per the A6 condition.	Generally not required unless it involves client contact in which case an opt in should be offered

Purpose	Personal data (UK GDPR Article 6 requirement)	Special category and criminal offence data (UK GDPR Article 9 or 10 requirement)	Opt in/out required?
	policy formation. We may also keep pseudonymised data for archival purposes.		
Direct marketing of Citizens Advice Services	Article 6(1)(f) - Legitimate interests We have a legitimate interest to carry out marketing of our services to clients provided the service is in their best interest and we have been transparent and have provided opt outs unless this involves direct electronic marketing. Article 6(1)(a) - Consent If direct electronic marketing is involved we must get the client's consent with a genuinely free and fair choice.	SCD should generally not be processed for this purpose.	Yes, or consent

Purpose	Personal data (UK GDPR Article 6 requirement)	Special category and criminal offence data (UK GDPR Article 9 or 10 requirement)	Opt in/out required?
Publication of client stories	Article 6(1)(a) - Consent Where we seek to publish client stories in an identifiable format, we will always get client consent. Clients will always be given a genuinely free and fair choice. NB: If fully deidentified a lawful basis is not required for publication itself - care must be taken to ensure they cannot be re-identified.	Article 8(a)(a) - Explicit Consent As per the A6 condition.	Consent should be used if clients are identifiable
Maintaining quality and standards	Article 6(1)(f) - Legitimate interests We have a legitimate interest as an organisation to ensure that we are meeting appropriate quality and standards in our advice to clients.	Article 9(2)(f) - establishment, exercise or defence of legal claims Citizens Advice needs to be able to provide evidence that certain standards and quality measures are being met so as to defend against claims of malpractice or negligence.	No

Purpose	Personal data (UK GDPR Article 6 requirement)	Special category and criminal offence data (UK GDPR Article 9 or 10 requirement)	Opt in/out required?
		Article 9(2)(g) - substantial public interest Specifically we rely on is in Data Protection Act 2018, Schedule 1, (11) Protecting the public against dishonesty etc where we are carrying out functions to protect against: • dishonesty, malpractice or other seriously improper conduct • unfitness or incompetence, • mismanagement in administration	
Complaints	Article 6(1)(f) - Legitimate interests We have a legitimate interest to investigate complaints and to implement lessons learned from them.	Article 9(2)(f) - establishment, exercise or defence of legal claims Citizens Advice needs to be able to investigate complaints to defend against claims of malpractice or negligence. Article 9(2)(g) - substantial public interest	No

Purpose	Personal data (UK GDPR Article 6 requirement)	Special category and criminal offence data (UK GDPR Article 9 or 10 requirement)	Opt in/out required?
		Specifically we rely on is in Data Protection Act 2018, Schedule 1, (11) Protecting the public against dishonesty etc where we are investigating complaints in order to protect against: • dishonesty, malpractice or other seriously improper conduct • unfitness or incompetence, • mismanagement in administration	
Legal claims	Article 6(1)(f) - Legitimate interests We have a legitimate interest in defending our organisation against legal claims.	Article 9(2)(f) - establishment, exercise or defence of legal claims We need to be able to adequately defend our organisation against legal claims.	No
Individual rights requests	Article 6(1)(c) - Legal obligation We have a legal obligation to carry our individual rights requests in accordance with	Article 9(2)(g) - substantial public interest Specifically we rely on is Data Protection Act 2018, Schedule 1 (6) 'statutory and governmental purposes' to comply with	No

Purpose	Personal data (UK GDPR Article 6 requirement)	Special category and criminal offence data (UK GDPR Article 9 or 10 requirement)	Opt in/out required?
	data protection law.	the UK GDPR and Data Protection Act 2018.	
Safeguarding	Article 6(1)(e) - Public task The legislation covering safeguarding is the Care Act 2014 (England) and the Social Services and Wellbeing (Wales) Act 2014. These acts put duties on local authorities in relation to adult safeguarding and while they don't apply to us directly as a charity, we acknowledge Citizens Advice may receive their funding or are contracted to deliver services on their behalf and therefore it's essential that we understand our role in protecting adults at risk.	Article 9(2)(g) - substantial public interest This condition is met when the processing is necessary for the safeguarding of children and of individuals at risk in accordance with Data Protection Act 2018, Schedule 1, (18) 'Safeguarding of children and of individuals at risk'	No
Fraud prevention	Article 6(1)(f) - Legitimate interests	Article 9(2)(g) - substantial public interest	No

Purpose	Personal data (UK GDPR Article 6 requirement)	Special category and criminal offence data (UK GDPR Article 9 or 10 requirement)	Opt in/out required?
	We have a legitimate interest in defending against fraudulent activity. Article 6(1)(c) - Legal obligation In some circumstances there are legal obligations to disclose actual or suspected cases of fraud.	We rely on three separate substantial public interest conditions as follows: Data Protection Act 2018, Schedule 1, (10): ‘preventing and detecting unlawful acts’ - where we process data to prevent or detect such activity Data Protection Act 2018, Schedule 1, (14) : ‘Preventing Fraud’ where we disclose fraudulent activity to anti-fraud organisations Data Protection Act 2018, Schedule 1, (15) : ‘Suspicion of terrorist financing or money laundering’ to comply with certain requirements under Terrorism Act 2000 and Proceeds of Crime Act 2002	
Responding to an life threatening emergency	Article 6(1)(d) - Vital interests Where a person’s life may be in danger	Article 9(2)(g) - Vital interests Where a person’s life may be in danger and use of special category data is necessary.	No - should only be used where a person cannot consent to

Purpose	Personal data (UK GDPR Article 6 requirement)	Special category and criminal offence data (UK GDPR Article 9 or 10 requirement)	Opt in/out required?
		Data Protection Act 2018, Schedule 1, (30): 'Protecting individual's vital interests' also enables criminal offence data for this purpose.	this processing

How we use your data for research, feedback and statistics

This section covers how we use your data to carry out our research, feedback and statistical work..

National Citizens Advice covers their use of data for this purpose in their [privacy notice](#).

How we collect your information

We carry out research and statistics using data from a number of sources including:

- Client case data - we use client case information to carry out research and produce statistical information
- Surveys and questionnaires - we carry out specific questionnaires and surveys to get data on specific topics
- Focus groups and studies - we invite key stakeholders to take part in studies and discussions

We will only contact you directly about research and feedback if you have given your permission for us to do so.

What information we collect

We use a wide range of information which can include:

- Information about the issues you sought advice or guidance about

- Your demographic information such as what area of the country you live in, your age or any minoritised groups you identify with
- Your opinions about our service or themes relevant to them such as benefits or housing

What we use your information for

We use our research and statistics to inform our campaigns and to improve our service. This includes work to promote equity, diversity and inclusion within our service and society as a whole. We will not use any of this data in a way that identifies you or to make a decision about you as part of our research unless you give us your permission to do so.

Sometimes we like to include real client stories in our campaigns, if we want to use your story in a way that you can be identified we will only do so with your permission.

Who we share your information with

We will not share directly identifiable information about you outside of Citizens Advice unless:

- we employ a third party to carry out research on our behalf; or
- you give your permission for us to do so

We may from time to time share data sets with de-identified data with trusted partners to allow them to do their own research. For example we may share data sets with identifiers such as names, addresses, contact details removed with a trusted third party such as a university to help them do research which is in the public interest.

Our lawful basis for using your information

Activity	Our lawful basis for collecting personal data	Our lawful basis for collecting special category or criminal convictions data
EDI monitoring	Legitimate interests - we have a legitimate interest in ensuring our services are being delivered in a fair way and reaching people from all backgrounds	Substantial public interest - 'equality of opportunity or treatment'
Research, feedback and statistics	Legitimate interests - We have a legitimate interest to understand how our service is	Archiving, research and statistics

Activity	Our lawful basis for collecting personal data	Our lawful basis for collecting special category or criminal convictions data
	working and to understand the issues which underlie the problems people are facing	
Publishing client stories	Consent	Explicit consent

How we use your data for fundraising and donations

This section covers how we use your data to carry out our fundraising activities. National Citizens Advice covers their use of data for fundraising in their [privacy notice](#).

How we collect your information

We gather information about donors directly and through third parties. For example you may choose to donate directly through our website or through a third party such as Charities Aid Foundation, Charities Trust or other online donation platform.

When we run a fundraising campaign on social media platforms, we use a cookie (also known as a pixel) on a very small number of fundraising-related pages on our website to help us run the campaign effectively. See our cookie statement for more about how we use this technology.

What information we collect

- your contact details and identifiers such as name, address, email address, postal address etc
- financial data, such as your bank or card details
- Contact preferences and permissions
- Your interests and reasons for donating
- Details about your donations

What we use your information for

We use your information in order to:

- Process donations you have made to us

- Stay in contact and ask about future donations
- Ensuring compliance and preventing fraud

Who we share your information with

We will not share your information outside of our service unless we are required to do so to:

- to assist police enquiries
- legally obliged to do so
- to prevent fraud
- to protect your safety or the safety of others

This includes providing tax and gift aid information to HMRC.

With your permission we may share your details with local Citizens Advice offices to allow them to contact you about donations and fundraising.

Our lawful basis for using your information

Activity	Our lawful basis for collecting personal data	Our lawful basis for collecting special category or criminal convictions data
Making contact about fundraising and donations	Legitimate interests - we have a legitimate interest to raise funds for the organisation, you will have the right to opt out of any contact Consent - where we are carrying out electronic marketing we will gather consent where necessary to comply with marketing regulations	N/A
Processing donations	Contract - where you have entered a donation contract with us Legitimate interest - we have a legitimate interest to raise funds for the organisation Legal obligations where we are legally obliged to process personal data. For example, providing tax and gift aid information to HMRC in the UK	N/A

How we use your data when applying to work or volunteer

How we collect your information

We collect information about you through your job or volunteer application form. For jobs at Citizens Advice Pembrokeshire, you will be asked for a C.V and covering letter which must refer to the points within the person specification section of the job advert.

Depending on the role we may also collect information through a Disclosure and Barring Service (DBS) check. You will be informed if such a check will be required for the role at application stage.

What information we collect

We'll collect personal information such as name, address, telephone number and email address, previous job history and experience, qualifications, and any support needs you may have.

We'll also ask for diversity information like your gender, ethnicity and sexual orientation. You don't have to tell us this.

Where it's needed for the role, we might contact the DBS for a criminal record check. Once the DBS check is completed and you've received your certificate, we'd expect you to share this information with us as part of the background check process.

We may also ask for:

- references for your previous and current work
- proof of your right to work in the UK, like a valid UK passport or visa
- your national insurance number and P45
- your bank details, so we can pay you
- details of your student loan if you're paying one back

What we use your information for

The main reasons we ask for your personal information are to:

- send you job alerts if you sign up for them
- check you've got the right skills for a role when you apply
- arrange an interview
- contact you to tell you the result of your application

- do checks when we make an offer, for example contacting your references or checking your right to work in the UK
- send you an offer letter or contract

We'll treat any diversity information you give us as strictly confidential. We'll anonymise this information and only use it to look at trends. This means we won't look at your information individually or compare it to other people and we won't use it as part of the recruitment selection process.

Who we share your information with

If you accept an offer to work for us we'll:

- get your permission to share your information with your references

We won't usually share your personal information with anyone else in a way that could identify you. In some rare situations we have to share your information, for example if:

- we're investigating a safeguarding issue
- the police ask for the information to help them investigate a crime
- a court orders us to share the information

We sometimes share anonymous statistics with organisations we trust so they can analyse the information.

Our lawful basis for using your information

Our lawful basis for using your information		
Activity	Our lawful basis for collecting personal data	Our lawful basis for collecting special category or criminal convictions data
Recruitment of staff	Legitimate interests - for assessing suitability of candidates Contract - for entering an employment contract Legal obligation - for carrying out legal checks as part of employment screening	Employment, social security, and social protection - for complying with legal requirements as an employer including DBS checks

Our lawful basis for using your information		
Activity	Our lawful basis for collecting personal data	Our lawful basis for collecting special category or criminal convictions data
Recruitment of volunteers	Legitimate interests - for assessing suitability of candidates Legal obligation - for carrying out legal checks as part of employment screening	Employment, social security, and social protection - carrying out DBS checks

How we use your data when using our website

What information we collect

When you use our website we may collect information about you. This can include information:

- that you provide directly to us in forms or webchats
- about how you use our website
- about your geographical location

How we collect your information

As well as data that you give us directly through a form or webchat, we use technology called cookies to gather information about how you're using our website - for example, what pages you click on and what device you're using. This helps us improve your experience of our website.

What we use your information for

We use information about how you use our website in order to improve our services and inform our campaigns.

If you provide information so that you can get advice through webchat, you should read about how we use your information for advice.

We also gather feedback through forms embedded into the website. If you complete any of our forms we will use your information to improve the site and the services we provide.

If you sign up to newsletters or press releases we will use your information to send you the communications you have signed up for.

Who we share your information with

We don't share any website user information with any external organisation apart from our third party processors, who only use the data on our behalf. Our lawful basis for using your information

Activity	Our lawful basis for collecting personal data	Our lawful basis for collecting special category or criminal convictions data
Website use monitoring	Legitimate interests	N/A
Sending newsletters and press releases	Legitimate interests	N/A

How we use cookies on our website

When you use our website, we add cookies to your device. These are for:

- the essential running of the site
- to make sure the website works well for you by remembering your preferences, and making our online forms work
- to find out how you're using our website so we can improve it

By using our website, we assume you agree to us adding cookies to your device. If you want to disable, block or remove cookies, you can do this at any time.

Understanding how you use our website

We use Google Analytics to help us understand how you're using our website.

It collects information by putting cookies on your device. Analytics shares that data with us and we use it to improve our website – for example, making popular pages easier to find.

The cookies we use:

Name of cookie	Description	How long it lasts
PHPSESSID	This is an essential cookie for the purpose of managing user session on the website and lasts for the duration of your session	The length of your session

ga*	Google Analytics sets this cookie to store and count page views.	This cookie lasts for 1 year, 1 month and 1 day
_ga	The _ga cookie, installed by Google Analytics, calculates visitor, session and campaign data and also keeps track of site usage for the site's analytics report. The cookie stores information anonymously and assigns a randomly generated number to recognize unique visitors.	This cookie lasts for 1 year, 1 month and 1 day
_gid	Installed by Google Analytics, this cookie stores information on how visitors use a website, while also creating an analytics report of the website's performance. Some of the data that are collected include the number of visitors, their source, and the pages they visit anonymously.	This cookies lasts for 1 day
_gat	This cookie is installed by Google Universal Analytics to restrain request rate and thus limit the collection of data on high traffic sites.	This cookie lasts for 1 minute

Google Analytics collects information about:

- which links you click on
- where you move the mouse or cursor across the page
- how much you scroll up and down on the page
- your browser, device and operating system
- the language you're using
- your screen's resolution
- the length of time you're on our website
- your ISP and approximate ISP Location (City, Region, Country)
- how you got to our website

The data collected through cookies is all anonymous – you can't be identified by it.

[Read more about how Google Analytics uses cookies.](#)

Any websites we link to should have their own cookies policy.

How long we keep your data for

National Citizens Advice is responsible for managing any data in joint client case records. For more information please see their privacy notice.

How long we keep your data for		
Data	Purpose	Retention
Advice case records*	General advice	6 years
	Consumer advice	6 years
	Cases with historical significance	16 years
	Cases with an increased risk of a legal claim	16 years
	Cases that form part of an active inquiry	16 years or until the closure of the inquiry, whichever is longest
Witness cases*	To provide witness support	6 months after the close of the trial date
	Batting order	Day of trial
	Onward referral forms	6 months from trial date
	List of witnesses to attend court records (LWAC)	6 months from trial end
Advice webchats	Chats with an adviser online	13 months

How long we keep your data for		
Data	Purpose	Retention
Call recordings	Adviceline calls	6 months
	Witness Service calls	6 months
	Pensionwise	2 years
Complaints	General complaints	6 years
	Complaints involving a financial claim or court action involving insurers	16 years
Donations	General donation records	7 years from end of financial year
	General donation records	7 years from end of financial year
	Legacies, Wills, Bequests	7 years from closure of estate
Information requests	Information requests under Data Protection or Freedom of Information Law	6 years
Safeguarding concerns	Any concerns relating to the safeguarding of children or vulnerable adults	16 years

*Case information will be de-identified at the end of its retention period. We will retain summary level data for statistical and research purposes after this period has passed.

Third party processors

Third party processors are other organisations that carry out data processing on our behalf. Third party processors don't use data for their own purposes and we have agreements in line with data protection law.

Processor name	Activities	Data hosting location
Solid Design	Website management	UK
Microsoft	Email and document management system & web analytics	UK/EEA
UCheck	DBS and ID checking system for recruitment	UK
Paypal	Donation collection	UK/EEA

Your data protection rights

You have rights in relation to your personal data that we hold. Your rights include being able to request:

- Access to copies of your data
- Corrections are made to inaccurate data
- Deletion of your personal data
- Object to how we use your personal data

These rights are not absolute and may not apply in every circumstance. For more information about your rights you can visit the [ICO website](#).

To make a data protection rights request you can do so by emailing joy.davies@pembscab.org.

Raising a concern about how we use your information

If you are concerned about how we have handled your personal information please contact our office manager at joy.davies@pembscab.org

You can also contact the national charity if you are unhappy with how we have used your personal data or wish to raise a concern about how a local office has handled your personal data. To do so you can email us at DPO@citizensadvice.org.uk

Contacting the Information Commissioner's Office (ICO)

You can also raise your concern with the Information Commissioner's Office which regulates data protection law in the UK. if you are unhappy with how we have used your personal information. They will normally expect you to have made a complaint to us directly in the first instance.

- [Visit the ICO website.](#)

- Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
- Helpline number: 0303 123 1113