

University of Law – Pro Bono Clinics

Privacy Notice

This Privacy Notice sets out how the University of Law's Pro Bono Service will use any personal information you send us in relation to your legal query. This notice should be read in conjunction with the University of Law's Privacy Policy which is available on the University website (www.law.ac.uk/about/policies). The policy sets out additional information on your rights and how we share and manage your data.

Who has access to your personal information?

Legal advice is provided at the University of Law Limited (company number: 07933838) via our clinics. Staff working in these clinics will have access to your information, as will students volunteering to work on your case. In some cases we are also supported by external solicitors, barristers and non-practising solicitors who may, for example, supervise the work of the students. Where external solicitors, barristers or non-practising solicitors volunteer to work on your legal query, it may be necessary to share your personal information, such as your name and address, with the organisation they work for to prevent any risk of a conflict of interest (see below for more about conflict of interest checks). Where there are no conflicts and external volunteers are providing supervision or advice to you, we will also provide details of your legal query to them (which may include sensitive personal information – see below).

How information about you will be used

We will only use your personal information to help you in connection with the legal problem you have contacted us about.

Sensitive personal information

Depending on your case we might need to ask you for, and use, information about you which is of a sensitive nature, for example information about your health and finances. You do not have to provide us with this information; however, if you do not our ability to act on your behalf might be affected.

Access to and accuracy of your information

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 obtain copies of the personal information we hold about you, please let us know (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.

How long information about you will be retained by us

We will only keep your personal information for as long as necessary, which will depend on the type of information held and the reason for holding it.

We will keep information about you only:

- for as long as necessary to comply with any legal requirement concerning your information;
- in the event that a complaint is made which needs to be resolved;
- to ensure that information about you is accurate and up to date; and
- for the purposes of anonymised research and statistical analysis.

Once we decide that it is no longer necessary to keep your information we will either delete it from our records or it will be anonymised. Please note, that it is standard practice for legal practitioners to retain a record of legal advice, on a client's file, for a period of 6 years after the file has been closed.

Information held by third parties outside the EEA

In order to store and process your information we may rely on other organisations that are based outside the EEA. We will only transfer your personal information outside the EEA in order to enable us to assist you with your matter.

More information about how we use your data

Once you have provided your details to us, we will be in contact with you. This may be to collect more information about your legal query, or to inform you whether we are able to assist you. At that point we will be able to provide you with more information about how we will be using your data. However:

- i. If you wish to discuss the clinic's use of your information please contact us.
- ii. You have the right to object to the processing of your personal information on certain grounds, and you can withdraw your consent to our use of your personal information. Please speak to a member of clinic staff.
- iii. You have the right to complain to the Information Commissioner's Office (ICO) about our handling of your personal information. See: <https://ico.org.uk/>

Conflict Checks

Those persons working on your legal problem have a duty to act in your best interest and are required by the Solicitor's Regulatory Authority to guard against anything that may prevent, or appear to prevent this.

Therefore, before taking on your case, we (and our advisor volunteers) will undertake a conflict check to ensure we are not currently working on a matter, or have previously worked on a matter, that may impact on our ability to fulfil this duty.