



Citizens Advice North Wales Regional Service Privacy Policy

Citizens Advice Flintshire operates the North Wales Regional Citizens Advice service website. This website allows people to contact Citizens Advice services across North Wales for help through services delivered under the Single Advice Fund (SAF).

We collect and use your personal information to help direct your enquiry to the most appropriate Citizens Advice service. We handle and store your personal information in line with UK data protection law and Citizens Advice confidentiality policies.

Who is responsible for your data?

Citizens Advice Flintshire operates this website and is responsible for the personal data collected through the website contact forms.

If you go on to receive advice from Citizens Advice, your information will then be processed in line with the [national Citizens Advice privacy notice](#).

How do we collect your information?

We collect your information when you complete a contact form on this website.

The information you provide is sent securely to Citizens Advice Flintshire so we can review your enquiry and pass it to the appropriate Citizens Advice service in North Wales if necessary.

What information do we collect?

We only collect information that is relevant to your enquiry. This may include:

- Your name
- Your contact details, such as email or telephone number
- Your postcode or location
- Information about your employment issue or enquiry

How do we use your information?

We use the information you provide to:

- Assess your enquiry
- Contact you about your request for advice
- Refer you to the most appropriate Citizens Advice service in North Wales

If you go on to receive advice, your information will be recorded on Citizens Advice's secure case management systems and handled in line with the national Citizens Advice privacy notice.

Who do we share your information with?

We may share your enquiry with another Citizens Advice office in North Wales if they are best placed to provide advice or support.

Your information will only be shared where necessary to help resolve your enquiry.

How is your information stored?

Contact form enquiries are received through our secure website systems and secure email systems.

If your enquiry becomes an advice case, your information will be recorded on Citizens Advice's secure case management systems.

How long do we keep your information?

If your enquiry results in an advice case being opened, your information will be kept in line with Citizens Advice data retention policies.

If your enquiry does not proceed to a case, your information will only be retained for as long as necessary to process and respond to your enquiry.

Your rights

Under UK data protection law, you have rights over the personal information we hold about you. These include the right to request access to your personal data, request corrections to inaccurate information, and request deletion of your personal data in certain circumstances.

To make a data protection request, you can contact us at:

admin@flintshirecab.org.uk

Further information

More information about how Citizens Advice processes personal data, including how we use information for advice services, research and statistics, is available in the national Citizens Advice privacy notice.

Raising a concern

If you are concerned about how we have handled your personal information, please contact us at admin@flintshirecab.org.uk

You can also contact the Citizens Advice national charity by emailing:

DPO@citizensadvice.org.uk

You also have the right to raise a concern with the Information Commissioner's Office (ICO), the UK regulator for data protection.

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 0303 123 1113