



Citizens Advice Bureau (Grangemouth & Bo'ness) Ltd.: Privacy Notice

At Citizens Advice Bureau (Grangemouth & Bo'ness) Ltd., we collect and use your personal information to help solve your problems, improve our services and tackle wider issues in society that affect citizens in Scotland.

We only ask for the information we need, let you decide what you're comfortable telling us, and explain why we need it. We also treat it as confidential.

When we record and use your personal information, we:

- Only access it when we have a good reason
- Only share what is necessary and relevant
- Don't sell it to anyone.

We handle and store your personal information in line with the law.

Who's responsible for keeping your personal information safe?

Citizens Advice Scotland and Citizens Advice Bureau (Grangemouth & Bo'ness) Ltd. are both responsible for keeping your personal information safe and making sure we comply with data protection law. This means we are 'joint data controllers' for your personal information.

What do you do with my information?

Each local Citizens Advice Bureau is an independent charity and along with Citizens Advice Scotland (CAS), is a member of the Scottish Association of Citizens Advice Bureaux (SACAB). This means we use your information for monitoring purposes, our research and campaigning work and to keep improving our service for citizens in Scotland.

First and foremost, your information will be used to provide you with advice. This also includes us sharing anonymised statistical data that we can use for research purposes to show the value and impact of our service to funders and others who are interested in our work, such as external auditors who want to make sure we are giving you high quality advice. We may also use it to refer you to any specialist services out with SACAB. A record of your case will be kept on our secure electronic case management system.

If we need to record any sensitive information, we will get your consent to do so. You can withdraw your consent at any time by contacting Citizens Advice Bureau (Grangemouth & Bo'ness) Ltd. at; 4 York Arcade, Grangemouth, FK3 8HW, tel. 01324 666935, or e-mail bureau@grangemouthcab.casonline.org.uk.

If you do not want us to record and use your information, we can help you as best we can, but advice will be limited and general rather than specific to your circumstances.

If you require an electronic version of this notice, please visit our CAB website www.grangemouthcab.org.uk