

Privacy Notice

The Swansea Law Clinic is based in the Hillary Rodham Clinton School of Law at Swansea University.

The Swansea Law Clinic is registered with LawWales, a Community Interest Company (CIC), and operates as a Law Clinic providing initial advice and assistance to the public, and, when appropriate, case working as part of the Clinical Legal Education and Miscarriage of Justice Project modules as well as providing opportunities for student volunteering. The Clinic is responsible for the collection and processing of personal data including data defined as sensitive by the General Data Protection Regulation (GDPR) (EU) 2016/679. As such, Swansea University is the data controller and is committed to protecting the rights of participants in line with the UK Data Protection Act 1998 (DPA) and the new General Data Protection Regulation (GDPR). Swansea University has a Data Protection Officer who can be contacted through dataprotection@swansea.ac.uk

We take the collection, storage and use of personal data very seriously. In this document, you will find an explanation of why we collect individual data for the Swansea Law Clinic, how we process it and the steps we take to ensure data security at all stages.

All data collected through Swansea Law Clinic is processed and stored in accordance with the Data Protection Act 1998 and the new General Data Protection Regulation (GDPR).

What kind of information do we collect?

We collect the following pieces of information on clients through the initial appoint request form:

- Name
- Contact details
- Date of birth
- Gender
- Home postcode
- Ethnicity
- Nationality
- Disability
- Brief description of their legal issue
- Whether and where they have received previous legal advice

For members of the public we are then able to advise we collect the following additional information during interview:

- Age range
- Income range
- Long-term illness
- Educational level
- Number of dependants
- Receipt of welfare benefits
- Size of household
- Sexual orientation

Consent

We do not process any data without explicit consent. For children aged 15 or under, we collect this data via a parent/carer. For those aged 16 or older, we collect directly from the individual.

You have the right to withdraw your consent at any time and can do this by emailing lawclinic@swansea.ac.uk

Why we collect individual data and how we use it

We collect data on individuals for the following four main reasons.

1. For the purposes of monitoring which allows us to fulfil external reporting requirements to advisory bodies such as LawWorks, as well as giving us a clear picture of the activities, we deliver and the people we work with to help us make sure we are reaching those could benefit most from our activities.
2. For the purposes of evaluation which helps us to assess the effectiveness of the Clinic on wider access to justice issues and to use anonymised data for the purpose of research into legal need particularly in the Swansea Bay area.
3. To ensure the health and safety of all clients e.g. ensuring that we are aware of medical conditions.
4. For the purposes of being able to assess whether or not it is an issue on which we are able to advise and to facilitate the provision of advice to Clinic clients.

How data is processed

- The Swansea Law Clinic works directly with members of the public. The Public contact the Clinic either via email or telephone. The member of the public must first complete an appointment form. This form is returned to Clinic via email or post and the data is typed-up into a secure spreadsheet.
- The client's data is kept on a secure spreadsheet until the client has received their letter of initial advice, after which their data is deleted.
- The client's file (the physical object which stores the client's personal details) will be kept in a secure locked storage space for no longer than our records management policy (please see below) states.
- The client's student advisers and Clinic staff ONLY in a secure environment within the Hillary Rodham Clinton School of Law have access to the client file whilst the letter of initial advice is drafted.

How long will your information be held?

The Clinic will retain your information for a period no longer than six years in line with our records management policy.

Sharing your data

Your data may be shared with other members of clinic staff, which includes student and professional volunteers.

Generalised anonymised data will be analysed for research purposes and for the Clinic's own publications such as the annual report. Publications will be aimed at the academic community and we intend circulating our publications amongst our stakeholders, e.g potential funders, potential partner organisations, etc.

Personal data is not shared with anyone outside of the University and no data will be transferred overseas.

Security of your information

Data protection legislation requires us to keep your information secure. This means that your confidentiality will be respected, and all appropriate measures will be taken to prevent unauthorised access and disclosure. Only members of staff who need access to relevant parts or all of your information will be authorised to do so. Information about you in electronic form will be subject to password and other security restrictions, while paper files will be stored in secure areas with controlled access.

Some processing may be undertaken on the University's behalf by an organisation contracted for that purpose. Organisations processing personal data on the University's behalf will be bound by an obligation to process personal data in accordance with data protection legislation.

What are your rights?

You have a right to access your personal information, to object to the processing of your personal information, to rectify, to erase, to restrict and to port your personal information. If you have any concerns about the use of data for these purposes or would like a copy of the data we hold about you, requests or objections should be made in writing to the University Data Protection Officer:-

University Compliance Officer (FOI/DP)
Vice-Chancellor's Office
Swansea University
Swansea, SA2 8PP
Email: dataprotection@swansea.ac.uk

Further questions?

If you have further questions about how we process individual monitoring data, please feel free to get in touch with Richard Owen, Law Clinic Director, at W.R.Owen@swansea.ac.uk or **01792 51 3140**

How to make a complaint

If you are unhappy with the way in which your personal information has been processed you may in the first instance contact the University Data Protection Officer using the contact details above.

If you remain dissatisfied then you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: -

Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire, SK9 5AF

www.ico.org.uk

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