

APPENDIX 1

Personal Data is collected in several different ways depending on your interaction with us. The table below sets out what personal data we process about you, where we get it from, why we use it, our legal basis and whom we share it with.

Purpose	Personal Data	Where do we get it from?	Legal Basis	Will we share it other than as set out above ?
To respond to enquiries (online and otherwise) and to provide or facilitate you with our service, advice and/or support.	Name, email address, any information provided to us.	When you submit an enquiry on our website, use our online forms, Chatbot (virtual assistant), email, text, telephone, post or when we meet you face to face. We can also receive your personal data from referring agencies to whom you have given permission to share your personal data.	Legitimate Interest – it is in our legitimate interest to respond to enquiries, requests and information received to ensure we provide you with the relevant support.	No, unless we have your consent for us to contact external agencies on your behalf
To market our services, ideals and aims with a view to keeping you updated via our newsletters	Name, email address	From you	We may also rely on consent for certain marketing activity and where this is the case, we will obtain this from you separately.	No
Research and advocacy	Aggregated data derived from datasets which include your personal data. This information is not	From you	Legitimate interest	CAS and other partner organisations we may collaborate with for research purposes. The data we share will be anonymous.

	capable of identifying you in this format.			
To manage responses to complaints	Name, address, any other information provided to us	From you	Legitimate Interest – to protect our interests in the event of a complaint	Insurance company
To set cookies on our website.	Data about your use of our website.	From you	For essential cookies, it is in our legitimate interest to use these to operate the website. For non-essential cookies, we rely on your consent.	Google Analytics
To keep records of support provided to you	Data on our case management system.	From you and other Bureaux	Our legal basis is that it is in our legitimate interest to manage our systems.	With CAS, who are a joint controller of your personal data held in our case management system.
Consent and responses for Customer Satisfaction Survey or any other surveys.	Name, email address, telephone, address.	From you	Your consent	No

To provide you with specific advice in relation to: Welfare rights Consumer matters Money and Debt Work and Employment Housing and homelessness Immigration Health Services Relationships	Always: Contact details May be processed depending on advice: Financial circumstances Family circumstances Employment circumstances Housing circumstances Nationality information Health information Medical records Pension information Criminal victim information Criminal record information	From you	We may rely on a number of lawful bases depending on the service we provide you: Our Article 6 lawful bases are: • Legitimate interest • Consent • Public task Our Article 9 lawful bases are: • Where processing is necessary to carry out a task in the public interest, for example where we are providing a publicly funded service • Explicit Consent Please note that we will not always require your consent to process your personal data where another lawful basis applies.	• When you give us authority to work with organisations on your behalf • When referring between support organisations • With members of the Scottish Association of Citizens Advice Bureaux (SACAB) • With sub-processors delivering services for D&GCAS (e.g. technology providers) • With our insurers if you submit a complaint • With funders as part of research and advocacy work – this information will be anonymised
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