



## PRIVACY NOTICE ALSO REFERRED TO AS CONFIDENTIALITY POLICY

### 1. INFORMATION ABOUT US AND THE CLOCK PROJECT

These terms set out the framework by which the CLOCK Members handle your confidential information when using the CLOCK Project. Please read these terms carefully and make sure that you understand them.

CLOCK Members and Community Legal Companions deliver the CLOCK Project on a confidential basis within each Local Community Legal Companion Service.

This means that CLOCK Members and Community Legal Companions within each Local Community Legal Companion Service will not share any information that you provide unless:

- the information is shared in accordance with this Confidentiality Policy;
- your express permission is given to share the information; or,
- the information must be shared as a matter of law.

The CLOCK Project's Confidentiality Policy is governed by the UK's General Data Protection Regulation (**GDPR**). The University of Keele, Keele, Staffordshire ST5 5BG is a Data Controller, in accordance with the Act, who will hold and use your personal data. The University of Keele's data protection registration number is Z5571818. The University of Keele will be a data controller-in-common with the CLOCK Project Lead that will take on your matter.

The **CLOCK Project** is a collaborative project between the University of Keele, other universities, their students, courts, law firms and third sector organisations working together under a common framework to provide access to justice for the community.

A **CLOCK Project Lead** is a University that will deliver a Local Community Legal Companion Service.

A **Local Community Legal Companion Service** means a local collaboration between the CLOCK Project Lead and CLOCK Service Providers to meet the [CLOCK Objectives](#).

A **CLOCK Member** means a CLOCK Project Lead, a CLOCK Service Provider, a Community Legal Companion or a court which has agreed to participate within a Local Community Legal Companion Service.

A **CLOCK Service Provider** includes law firms and third sector organisations who agree to participate within a Local Community Legal Companion Service.

A **CLOCK Service User** refers to a person who wishes to use a service of the CLOCK Project.

A **Community Legal Companion** refers to a student trained by a CLOCK Project Lead to assist a CLOCK Service User in supporting access to justice.

## 2. **INFORMATION WE MAY COLLECT FROM YOU AND HOW WE WILL USE IT**

The website for the CLOCK Project is managed and hosted by the University of Keele.

Your information will be collected and processed by a CLOCK Project Lead when using this website or contacting the CLOCK Project. For example, you will give us information by filling in forms on this website and corresponding with a CLOCK Member by phone, e-mail or otherwise. This information may include your name, address, e-mail address, phone number and personal details relating to your case.

Each time you visit this website will automatically collect information from you, such as, technical information including the internet protocol (IP) address used to connect your computer to the internet or your login information, or by using cookies.

Data to be anonymised, one year from date of completion. Data to be kept to assist for research purposes.

The CLOCK Members will use information held about you in the following ways:

- to confirm your identity and ensure no-one is using your details fraudulently and as part of the CLOCK Member's efforts to keep this website safe and secure generally;
- to provide you with the information and services that you request from your Local Community Legal Companion Service;
- to administer this website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- to monitor take-up of this service, to identify any policy issues arising from assistance and signposting services, and to inform pro-active campaign and research contributions;
- for research purposes to inform social policy research on access to justice, subject to appropriate ethical approval for use of the data; and
- to combine information received from Third Sector Organisations with information you give to the CLOCK Member and information CLOCK Members collect about you. CLOCK Members may use this information and the combined information for the purposes set out above.

We will not collect any personal data from you we do not need in order to provide and oversee this service to you.

## 3. **DISCLOSURE OF YOUR INFORMATION**

CLOCK Members never sell or rent your information to third parties. However, your information may be shared with another CLOCK Member, your Community Legal Companion and the University of Keele in order to provide you with services.

The University of Keele shares your information with analytics and search engine providers that assist in the improvement and optimisation of this website.

A CLOCK Member may also share your information with any third party if under a duty to disclose or share your personal data or if required to by law.

If a CLOCK Member suspects, or has evidence of, child abuse, we will pass that information to the appropriate social services.

A CLOCK Member or Community Legal Companion will disclose information where there is a risk of harm to yourself or others or if obliged by law under, for instance, the Social Security Administration (Fraud) Act 1997 and the Terrorism Act 2000.

We do not share your data

#### 4. **WHERE WE STORE YOUR PERSONAL DATA**

CLOCK Members will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Notice.

All information you provide on this website is stored on secure servers within the UK.

#### 5. **PROTECTION OF YOUR INFORMATION AND SECURITY**

CLOCK Members are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, the University of Keele has put in place suitable physical, electronic and managerial procedures to safeguard and secure the information collected online. Unfortunately, the transmission of information via the internet is not completely secure. Although the University of Keele will do its best to protect your personal data, it cannot guarantee the security of your data transmitted to this website; any transmission is at your own risk.

#### 6. **YOUR RIGHTS**

Under the data protection legislation, you have the right to request access to the information that we hold about you. To make a request for your personal information please contact School of Law.

You also have the right to:

- Object to processing of personal data that is likely to cause, or is causing damage or distress
- Prevent processing for the purpose of direct marketing
- Object to decisions being taken by automated means
- In certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- A right to seek redress, either through the ICO, or through the courts

A full list of your rights can be found at:

- Keele University website:  
<https://www.keele.ac.uk/informationgovernance/yourdata-yourrights/>
- The Information Commissioner's Office (ICO) website: <http://www.ico.org.uk>

## 7. **CONTACT**

If you have questions, comments or requests regarding this Privacy Notice please contact us through the CLOCK email address <mailto:law.clock@keele.ac.uk>

If you have a complaint about how Keele University is handling your data please contact our Data Protection Officer at [dpo@keele.ac.uk](mailto:dpo@keele.ac.uk)