



The types of personal information that we collect from you

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### How we collect your personal information

17. We may ask you for your personal information, or you may provide it to us through various means, including:

- a) When you call to make an enquiry or book an appointment;
- b) When you complete our Client Intake Form at your first appointment;
- c) When you communicate with us via telephone, post, email, or any other form of electronic communication;
- d) When we collect it from publicly available sources including HM Land Registry, and Companies House;
- e) When we collect it via closed circuit television monitoring at our offices;
- f) When it is provided to us by your GP or medical professionals with your consent;
- g) When it is provided to us by agencies including the Department for Work and Pensions, and local authorities with your consent; and
- h) During the normal course of providing legal advice to you.

### How we use your personal information

18. We will only use your personal information when the law allows us to.

19. We may use your personal information for the following purposes:

- a) To provide legal advice and services to you;
- b) To deal with any complaints or feedback that you might have;
- c) To monitor and evaluate our service so that we can improve on it;
- d) To manage our relationship with you, including financial management and record-keeping;
- e) To ensure compliance with our legal and regulatory obligations;
- f) To provide information required for audits, enquiries, and investigations by regulators and external assessors, including providing information to the Legal Aid Agency under our legal aid contracts; and
- g) For safeguarding purposes, and to ensure the safety of our staff and clients;



- c) External auditors and regulatory bodies, including the Solicitors Regulation Authority and the Legal Aid Agency;



39. You also have the right not to be subject to a decision based solely on automated decision-making and profiling (which means a decision that is made only by automated means without any human involvement). We may use automated decision-making to check your benefits entitlements, or whether you are eligible for legal aid. We will only do this with your explicit consent, and we will not rely solely on such decisions.
40. You also have the right to complain to the Information Commissioner's Office, which can investigate whether we are complying with data protection law and has enforcement powers, if you are not happy with how we are collecting and processing your personal information. For further information on your rights and how to complain to the ICO, please refer to the ICO website at <https://ico.org.uk>.

#### How to contact us

41. If you have any questions about this Privacy Notice, or how we collect, use, or process your personal information, you can contact us by phone: 020 3108 8499, or by email: [legalclinic@ucl.ac.uk](mailto:legalclinic@ucl.ac.uk); or by post: 3rd Floor, Solar House, 1-9 Romford Road, London E15 4LJ.