

The Free Representation Unit (FRU) Privacy Statement (Trainees, Volunteers and Members)

Why we need your personal information?

FRU collects, processes and stores information about you so we can:

- Check that you qualify to participate in our training and facilitate course participation.
- Facilitate, supervise and monitor your volunteering with us.
- Keep you informed from time to time of issues that may interest you as a FRU member.
- Use statistical data to monitor, plan, improve and publicise our service, and for campaigning, fundraising, and training purposes.

How do we collect information about you?

Most of the information we process about you is provided directly by you when you apply to train with us. We may also process data provided by clients and third parties, for example if they feedback on the service you provided.

What information do we process?

The information we collect will include:

Your name, address, contact details and qualifications relevant to the course criteria or volunteering opportunity. If you want us to make reasonable adjustments to enable you to participate in our training or volunteering opportunities, we may ask you for information on your health. This is sensitive personal data (known as special categories of data). We will also ask you for monitoring data which you do not have to provide, as part of our diversity monitoring process. This includes the following special categories of data:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Data concerning disability
- Data about your sexual orientation

We will only collect and process the information we need to facilitate your training, volunteering and/or FRU membership. This is information that we have a legitimate interest in obtaining and processing.

We will never sell you data, however, there may be occasions when we might use, process, or share your information without your permission. These will be rare, and we will always act within the law. For example

- We may have a 'legal obligation' to share information with a court
- We may need to defend our legal rights - for example if we have a complaint about our advice, we may share information with our legal advisors.
- If someone becomes ill at our office, we may have to share information with a paramedic under the 'vital interests' legal basis.
- To carry out our work as a charity we have a 'legitimate interest' to use data anonymously to monitor, plan, improve and publicise our service, and for campaigning, fundraising, and training purposes.

Who will have access to your personal information?

Your information will be processed by staff at FRU and your name and some contact information will be shared with the clients you represent and other parties to their appeals to facilitate the management of the case. If you ask FRU to provide a reference, we will share data with your consent.

Statistical data may be seen by FRU trustees, funders, people training with FRU, and the wider public as part of our campaigning work and for training purposes.

Where will my information be stored?

We will store your information on our electronic database and in locked filing cabinets in the FRU office. We may transfer information electronically by email. Staff receive training on how to protect your data.

How long will you keep my personal information?

If you don't take on a case with us within three years of booking a training day, we will delete your information at that time. We will delete it sooner if you ask us to.

If you do take a case for us, we will need to retain your personal information as part of the case file. This is so that we can deal with any issue or complaint that arises and is also a requirement of our professional indemnity insurance. We will delete your information six and half years after the last action you took on a FRU case.

We may keep statistical information for longer.

Your data protection rights

Under data protection law, you have a right to know about the data we hold and you and other rights including:

- Access: you can ask us for copies of your personal information.
- Rectification: you can ask us to put right inaccurate or incomplete information.
- Erasure: you can ask us to delete your personal information in certain circumstances.
- Restrict processing: you can ask us to restrict the processing of your information in certain circumstances.
- Object: you can object to the processing of your personal data in certain circumstances.
- Data portability: you can ask us to transfer your information to another organisation in some circumstances.

There is no charge for exercising your rights and we must respond to any request within one month of you making it. For more information about your data protection rights see <https://ico.org.uk/your-data-matters/>.

Contacting FRU about your data

If you wish to discuss anything about the way, we process your data or make a request please contact us in any of the following ways

Email: chief.exec@thefru.org.uk

Phone: 020 7611 9555

Chief Executive Officer FRU
5th Floor Kingsbourne House
229-231 High Holborn
London, WC1V 7DA

You can also complain to the Information Commissioner's Office if you are unhappy with how we have used your data.

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

Helpline number: 0303 123 1113