

Privacy Policy

Community Law Service (CLS) is registered in accordance with and seeks to comply with the General Data Protection Regulation (GDPR) (EU) 2016/679. CLS is committed to protecting your privacy. This privacy statement explains our policy on collecting, storing, and processing your personal information. References to 'we' or 'us' are to Community Law Service, registered charity no: 1128718, Company Limited by Guarantee, registered in England no 6830503 of Community Law Service, 49-53 Hazelwood Road, Northampton, NN1 1LG.

What information do we collect about you?

We collect information about you when you register with us or place an order training services. We also collect information when you voluntarily complete customer surveys and provide feedback on our services. Website usage information is collected using cookies.

If you don't want to be contacted please email enquiries@communitylawservice.org.uk mailbox stating 'OPT OUT' in the subject field.

How will we use the information about you?

We collect information about you to process your training order or progress your enquiry / case. We also use the data to provide anonymous statistics to our funders who fund the advice you receive. We may occasionally send you information via email, phone, letter. If you do not wish to receive such information, please email enquiries@communitylawservice.org.uk mailbox stating 'OPT OUT' in the subject field.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to the Website and any transmission is at your own risk. Once we have received your information,

we will use strict procedures and security features to try to prevent unauthorised access.

Personal information you submit to CLS is stored on secure servers.

Marketing

We would like to send you information about training courses or our services. You have a right at any time to stop us from contacting you. If you no longer wish to be contacted for marketing purposes, please email enquiries@communitylawservice.org.uk stating 'OPT OUT' in the subject field.

Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please write to us at the following address .49-53 Hazelwood Road, Northampton, NN1 1LG
We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

Cookie Policy

What are cookies?

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. These cookies are stored by the browser on your device. They can be used for a variety of purposes, such as:

- identifying your previous visits to a website,
- researching the most popular features of a website

You can set your browser not to accept cookies and the following websites (www.aboutcookies.org or www.allaboutcookies.org) tell you how to remove cookies

from your browser. However in a few cases some of our website features may not function as a result.

Google cookies

CLS uses Google Analytics to monitor the use of this website. Google Analytics generates statistical and other information about website use by means of cookies, which are stored on users' computers. The information generated relating to our website is used to create reports about the use of the website. Google will store and use this information. Google's privacy policy is available at: <http://www.google.com/privacypolicy.html>

Refusing cookies

Most browsers allow you to refuse to accept cookies. Please see below for further details:

Internet Explorer – <https://support.microsoft.com/en-us/help/17442/windows-internet-explorer-delete-manage-cookies>

Firefox – <https://support.mozilla.org/en-US/kb/block-websites-storing-site-preferences?redirectlocale=en-US&redirectslug=Blocking+cookies>

Google Chrome –

<https://support.google.com/chrome/answer/95647?hl=en-GB>

Safari – https://support.apple.com/kb/ph21411?locale=en_US

Opera – <http://www.opera.com/help/tutorials/security/privacy/>

Please note: The Advice UK website contains hyperlinks to websites owned and operated by third parties. These third party websites will have their own privacy policies, including cookies, and we suggest that you check them. They will govern the use of any personal information which is collected by cookies while visiting these websites. CLS cannot accept any responsibility or liability for the privacy practices of such third party websites and your use of such websites is at your own risk.

Additional references

Further information about cookies and how to control their use is available from **All About**

Cookies – <http://www.allaboutcookies.org/> and **Your Online Choices** – <http://www.youronlinechoices.com/uk/>.

Other websites

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

Changes to our privacy policy

We keep our privacy policy under regular review.

How to contact us

Please contact us if you have any questions about our privacy policy :

By Email – enquiries@communitylawservice.org.uk

Or write to us at: Community Law Service, 49-53 Hazelwood Road, Northampton, NN1 1LG