

Information Charter

Purpose

This information charter sets out the standards that you can expect from the Legal Aid Agency (LAA) when we request or hold personal information ('personal data') about you; how you can get access to a copy of your personal data; and what you can do if you think the standards are not being met.

The Legal Aid Agency is an Executive Agency of the Ministry of Justice (MOJ). MoJ is the data controller for the personal information we hold. The LAA collects and processes personal data for the exercise of its own and associated public functions. Our public function is to provide criminal and civil legal aid and advice in England and Wales.

The lawful basis for the Legal Aid Agency collecting and processing your personal data is the result of the powers contained in the Legal Aid, Sentencing and Punishment of Offenders Act 2012.

About personal information

Personal data is information that relates to living individuals who can be identified from the data. It does not include information relating to dead people, groups or communities of people, organisations or businesses.

Personal data is information about you as an individual. It can be your name, address or telephone number. It can also include information about previous or current legal proceedings that you have been involved with, details of any offences and convictions relating to you and information concerning your financial circumstances.

We know how important it is to protect our customers' privacy and to comply with data protection laws. We will safeguard your personal data and will only disclose it where it is lawful to do so, or with your consent.

Types of personal data we process:

We only process personal data that is relevant and necessary for the services we are providing to you. This may include:

- Personal details;
- Family, lifestyle and social circumstances;
- Financial details;
- Employment and education details;
- Physical or mental health details;
- Offences, including alleged offences;
- Criminal, Civil and Family proceedings, outcomes, sentences and orders; and
- Nationality and immigration status.

The LAA also collects 'special categories of personal data' for the purposes of monitoring equality, this is a legal requirement for public authorities under the Equality Act 2010. Special categories of personal data obtained for equality monitoring purposes will be treated with the strictest confidence and any information published will not identify you or anyone else associated with you.

Who the information may be shared with

We sometimes need to share the personal information we process with the individual themselves, with other parts of the MoJ and also with other organisations. Where this is necessary we will comply with all aspects of data protection legislation. Types of organisations we may need to share some of the personal information we process with for one or more reasons include;

- Family, associates and representatives of the person whose personal data we are processing;
- Employment and recruitment agencies;
- Current, past and prospective employers;
- Educators, training establishments and examining bodies;



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- Healthcare, social and welfare advisers or practitioners;
- Local and central government;
- Credit reference agencies;
- Suppliers and service providers;
- Debt collection and tracing agencies;
- Financial organisations;
- Members of Parliament;
- Ministers;
- Members of the judiciary;
- Business associates and other professional advisers and consultants;
- Employees and agents working for us;
- Voluntary and charitable organisations;
- Ombudsmen and regulatory authorities;
- Trade and employer associations and professional bodies;
- Police forces;
- The media;
- Auditors and audit bodies;
- Prosecuting authorities; and
- Security services.

You can contact our Data Protection Officer for further information on the organisations we may share your personal information with.

It may sometimes be necessary to transfer personal information overseas. When this is needed information may be transferred to countries or territories around the world. Any transfers made will be in full compliance with all aspects of the data protection law.



Privacy Notices

When we collect personal information from you, we will inform you of the reasons why we are collecting it, the legal basis for us collecting it, whether we share the information with other organisations and of our obligations and your rights under data protection legislation.

This information will be displayed on a 'privacy notice' which will be available to you at the point at which we collect the personal information.

When we ask you for personal data we promise to:

- Make sure you know why we need your personal data and if you can say no when we ask for it;
- Ask only for the personal data we need and not collect information that is irrelevant or excessive;
- Protect it and make sure no unauthorised person has access to it;
- Only where appropriate and necessary share it with other organisations for legitimate purposes;
- Make sure we don't keep it longer than is necessary;
- Not make your personal data available for commercial use without your consent; and
- Consider your request to stop processing, amend or erase your personal data.

In return we ask you to:

- Give us accurate information; and
- Tell us as soon as possible if there are any changes to your personal circumstances such as your address. This helps us keep your personal data reliable and up to date.

Access to personal information

You can find out if we hold any personal data about you by making a 'subject access request'. See more information on making a subject access request at:

<https://www.gov.uk/government/organisations/ministry-of-justice/about/personal-information-charter>.

If you wish to make a subject access request please contact:

Disclosure Team
Post point 10.38
102 Petty France
London
SW1H 9AJ

You can get more details on:

- How to ask us to correct any mistakes;
- Agreements we have with other organisations for sharing information;
- Circumstances where we can pass on personal information without telling you, for example, to help with the prevention or detection of crime or to produce anonymised statistics;
- Our instructions to staff on how to collect, use or delete your personal information;
- How we check that the information we hold is accurate and up-to-date;
- How to make a complaint; and
- How to contact the MoJ Data Protection Officer.

For more information about the above issues, please contact the MOJ Data Protection Officer;

Information Governance and Data Protection
Ministry of Justice
10th Floor 10.38
102 Petty France
London
SW1H 9AJ

For more information on how and why your information is processed please see the information provided when you accessed our services or were contacted by us.

Cookies

You can find details of how we use cookies when you visit the Ministry of Justice website at: www.justice.gov.uk/privacy.

Complaints

When we ask you for information, we will keep to the law. If you consider that your information has been handled incorrectly, you can contact the Information Commissioner for independent advice about data protection. You can contact the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
www.ico.org.uk