

If you want to make a complaint about our service: Angus Citizens Advice Bureau (SCIO)

If you make a complaint, we collect personal information from you so we can help deal with it. We have what is known as a 'legitimate interest' in collecting this information.

We collect your information from you via phone, email, online form or letter - depending on how you complain.

What information we ask for

So we can help you with your complaint, we need to know:

- your name
- how we can get in touch with you - email, phone or address
- details of the complaint
- problem - for example, whether you wanted help with debt or housing

If you tell us you've a disability or support need, we'll also make a note of that so we can help you access our services.

If your complaint is about advice you received, we will need to look at the information we've recorded about your problem.

How we use your information

We use the information you give us to deal with your complaint.

We'll only access your information for other reasons if we really need to - for example:

- for training and quality purposes
- to include anonymised complaint statistics in internal reports

When we share your data and who we share it with

If you escalate your complaint to an external independent adjudicator, we'll share your complaint information with them.

If your complaint involves an actual or potential insurance claim, we will share details of your complaint with our insurer, ADS.

Storing your information - if you contact us online, by phone or face to face

Whether you get advice face to face, over the phone, by email or webchat, our adviser will log all your information, correspondence, and notes about your problem in our electronic information system. Some information might also be kept in a locked cabinet or within our secure email and IT systems.

We keep your information for 7 years. If your case has been subject to a serious complaint, insurance claim or other dispute we keep the data for 16 years.