

If you've been contacted to help with research, campaigns or news: Angus Citizens Advice Bureau (SCIO) privacy policy

If we've contacted you for help with research, campaigns or media work, we'll have collected information and your consent from you.

We might have asked one of our research partners to contact you on our behalf. These companies should have their own privacy policy relating to how they collect, use and share your personal information.

We'll always tell you how we'll use your information and ask your permission. For example, by signing a paper consent form, giving agreement over the phone or ticking a box online. If we want to record an interview with you, we'll ask.

What information we ask for

We only ask for the information we need to tell your story or inform our research. Depending on how we want you to help us, this might include information about:

- your situation like family, work or financial circumstances - and how it affects you
- how you use Angus Citizens Advice Bureau and other organisations' services - and what you thought about them
- your name and contact details - so we can keep in touch with you
- demographic information like your gender, ethnicity or sexual orientation (with your consent)

If you don't want to give us some personal details, you don't have to.

How we use and share your information

When we contact you we'll explain how we want to use your information - for example, we might want to:

- ask you to share your story with the media
- include your information in a report or blog as part of our research and design, campaigns, or media work
- use your information to improve our services

If we're sharing your story publicly, you can stay anonymous if you want to - we'll change some details of your story to make sure you can't be identified.

We might share your anonymised information with government or industry regulators as part of our campaigns and policy work.

Organisations we share your data with must store and use it in line with data protection law - they can't pass it on or sell it without your permission.