

APPENDIX 1

Personal Data is collected in several different ways depending on your interaction with us. The table below sets out what we get it from, why we use it, our legal basis and whom we share it with.

Purpose	Personal Data	Where do we get it from?	Legal Basis
To respond to enquiries (online and otherwise) and to provide or facilitate you with our service, advice and/or support.	Name, email address, any information you provide to us.	When you submit an enquiry on our website, use our online forms, Chatbot (virtual assistant), email, text, telephone, post or when we meet you face to face.	Legitimate Interest – it is in our legitimate interest to respond to enquiries, requests and information received to ensure we provide you with the relevant support.
To provide you with CAS advice session communications by email or text.	Name, email and telephone number	From you	Legitimate Interest
To meet the Scottish National Standard of Service	Name, email, telephone, address, and any other information to provide to us through the course of engaging with our service, advice, or support.	From you	Legitimate Interest – we want to ensure we are providing you with the best advice, and maintaining accreditation in this standard is one of the ways we ensure this. Substantial Public Interest

<p>Images of you may be taken by CCTV systems when you have attended some of our premises, such as at door entry points, which are used by members of the public.</p>	<p>Camera footage</p>	<p>Through our CCTV devices on site</p>	<p>Legitimate Interest – it is in our legitimate interest to capture CCTV footage at our premises for security purposes</p>
<p>To market our services, ideals or aims with a view to converting inquiries, send you our newsletters and similar updates, and marketing activity into donations for our Bureau.</p>	<p>Name, email address, telephone, address.</p>	<p>From you</p>	<p>Our legal basis is that it is in our legitimate interest to market our services, ideals or aims.</p> <p>We may also rely on consent for certain marketing activity and where this is the case, we will obtain this from you separately.</p>
<p>To take part in the CivTech challenges and/or improve or provide additional service benefits or solutions through technology developed via the CivTech challenge.</p>	<p>Name, email address, information you provide to us through using our services, including data held within CAS's case management system.</p>	<p>From you</p>	<p>Our legitimate interests of improving our service and keeping it up to date with current technology in order to provide offer high quality advice and access to our help.</p>

Research and advocacy	Aggregated data derived from datasets which include your personal data. This information is usually not capable of identifying you in this format.	From you	Legitimate interest
To set cookies on our website.	Data about your use of our website.	From you	For essential cookies, it is in our legitimate interest to use these to operate the website. For non-essential cookies, we rely on your consent.
To keep records of support provided to you	Data on our case management system.	From you and other bureaus	Our legal basis is that it is in our legitimate interest to manage our systems.
To record and monitor calls	Call recordings	From you.	Our legal basis is that it is in our legitimate interest to ensure our calls are of good quality and public task to record calls where we are required to record calls relating to specific services, such as our Help to Claim service.

Consent and responses for Customer Satisfaction Survey or any other surveys.	Name, email address, telephone, address.	From you.	Your consent.
<p>To provide you with specific advice in relation to:</p> <ul style="list-style-type: none"> • Welfare rights • Consumer matters • Money and Debt • Work and Employment • Housing and homelessness • Immigration • Health Services 	<p>Always:</p> <ul style="list-style-type: none"> - Contact details <p>May be processed depending on advice:</p> <ul style="list-style-type: none"> - Financial circumstances - Family circumstances - Employment circumstances - Housing circumstances - Nationality information - Health information - Medical records 	From you.	<p>We may rely on a number of lawful bases depending on the service we provide you:</p> <p>Our Article 6 lawful bases are:</p> <ul style="list-style-type: none"> • Legitimate interest • Consent • Public task <p>Our Article 9 lawful bases are:</p> <ul style="list-style-type: none"> • Where processing is necessary to carry out a task in the public interest, for example where we are providing a publicly funded service • Explicit Consent <p>Please note that we will not always require your consent to</p>

- Pension information
- Criminal victim information
- Criminal record information

process your personal data where another lawful basis applies.