

## **Privacy and Cookie Policy**

### **Email Privacy & Confidentiality Information**

Bridport and District Citizens Advice are covered by the Data Protection Act. We will treat your personal information as confidential. Your personal details will not be given to anyone else without your prior consent or sold to anyone. Bridport and District Citizens Advice will keep your email electronically for reference and audit purposes. Your email may be used for anonymous statistical reports to funders with the aim of improving the service provided to all clients by Bridport and District Citizens Advice.

Internet email is a way of making general enquiries but it is not a secure way to send personal information. Bridport and District Citizens Advice makes every effort to ensure the security and integrity of emails on our systems. Unfortunately, no data transmission over the internet can be guaranteed to be 100% secure. As a result, while we strive to protect your personal information after we've received it, Bridport and District Citizens Advice cannot ensure or guarantee the security of information when it is being transmitted.

We will return information to the email address of the sender only. If an email from Bridport and District Citizens Advice contains sensitive personal data about you, we will only send with your consent and will protect it by encrypting it. It is the sole responsibility of the sender to secure the privacy of this correspondence.

Emails from Bridport and District Citizens Advice may be confidential and are intended solely for the use of the individual to whom they are addressed. If you are concerned about confidentiality then please contact us by phone or in person.

Under the Data Protection Act 1998, we need your consent to store your personal details. By using our email advice service, you agree to the following statement: "I give my consent for the Citizens Advice service to process and use my personal information. I understand that this information will be kept confidential to the Citizens Advice service"