

Introduction

Citizens Advice Scotland is a registered Scottish Charity (SC016637) and a registered Data Controller with the Information Commissioner's Office (ICO). Our registration number is Z9715836.

Please send any questions about how we use personal information to DPO@CAS.org.uk.

About Us

Money Talk Plus is an advice service delivered through the Citizens Advice Scotland network, funded by the Scottish Government. Citizens Advice Bureaux and CAS act as Joint Data Controllers and are responsible for ensuring your personal data is processed in accordance with the UK GDPR and Data Protection Act 2018.

This Privacy Notice provides information on how we collect and process your personal data when you use the Money Talk Plus Chat Bot available on the website.

This Notice supplements the [CAS General Privacy Notice](#) which should be read to find out more detailed information about our data processing

Information we collect about you

Personal data is any information that identifies or relates to a specific person. As the Chat Bot is a free text facility we encourage you to only type the information relevant to your query. The personal data we process may include:

- Contact information such as your name, email address, and postcode
- Any information you provide within the free text facility within the chat
- The transcript of the chat
- Feedback on your experience

How we use your information

We may use your information to:

- Provide you with the Chat Bot service
- Organise a call with one of our specialist advisors
- Keep internal records and for internal audit purposes
- Deliver a feedback survey
- Inform research and analysis
- Meet our legal or regulatory responsibilities, where relevant
- To improve our services

Who we share your information with

Your information may be shared between CAS and Bureaux to provide you with support.

We will only share your personal data externally where we have a lawful basis for doing so. Usually this will only be when we have your consent.

If we share your personal data with third party service providers, we have necessary contractual and other provisions in place to ensure your personal data is kept secure.

Will we share your information outside of the UK?

We only store personal data in the UK or the EU.

However, some of our suppliers may be based in other countries. If we need to share your data with these companies, we take steps to make sure your data is protected.

How long we keep your information

We will only keep your data for as long as is necessary. If you choose not to get in touch with us after the chat has ended we will keep the data from the chat for three months. If you get in touch with us, we will keep it for a maximum of seven years after your last contact. Any call recordings are kept for two years.

In rare cases, we might keep your data for longer if there is a legal reason, such as an on-going complaint or legal case.

Your rights

You have rights over your personal data. Your query may be passed to the CAS Data Protection Team to resolve.

You can:

- Request a copy of your personal information
- Ask us to update anything that's no longer accurate
- Request that we delete your personal data. There are some exceptions, and we may need to keep some of your data, for example to defend legal claims
- Object to how we use data in some situations
- Withdraw your consent

We do not use any automation or profiling to make decisions.

If you're unhappy with how we have handled your data, you can complain to the Information Commissioner's Office at ico.org.uk.

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