# Client Enquiry Form

Please complete the form below and return it to [lawadviceclinic@le.ac.uk](mailto:lawadviceclinic@le.ac.uk)

|  |  |
| --- | --- |
| **Title** |  |
| **Forename** |  |
| **Surname** |  |
| **Address** |  |
| **Mobile Number** |  |
| **E-Mail Address** |  |
| **Availability** Delete times when not generally available | Monday: Morning Afternoon Evening  Tuesday: Morning Afternoon Evening  Wednesday: Morning Afternoon Evening  Thursday: Morning Afternoon Evening  Friday: Morning Afternoon Evening |
| **How did you find out about the Legal Advice Clinic?** |  |
| **Type of advice do you require?**  *(please indicate)* | Housing Family  Employment Contract/Consumer  Windrush Wills/Probate  Business |
| Has anyone else advised on this issue? Provide details here. |  |
| Full name(s) of any person or company involved in your issue, and address where property is involved.\* |  |
| Equality and diversity monitoring | **Gender:** 🞎 Male 🞎 Female 🞎 Prefer not to say  **Age:** 🞎 under 18 🞎 18-65 🞎 65+  **Ethnicity:**………………………………………… 🞎 Prefer not to say |
| Do you have any accessibility needs that may affect access to our service? |  |

|  |
| --- |
| Your Legal Issue Please explain your legal issue giving as much detail as possible: |
| Evidence When you return this form to us, please also include the following documents:  For **housing** issues: any tenancy agreement or contract.  For **consumer** or **contract** issues: The relevant contract or terms and conditions.  For **employment** issues: the contract of employment.  For **probate** issues: The relevant will, if available.  For **any** issue: copies of relevant emails, correspondence etc.  If you can provide relevant documents, we are more likely to be able to provide more accurate and specific advice. |

# University of Leicester Legal Advice Clinic Privacy Notice

Please read the following information carefully. 

## Information you need to know

Leicester Law School’s Legal Advice Clinic is part of the University of Leicester. The University of Leicester is the Data Controller of your submitted information. The Data Protection Officer is Parmjit Gill, University Of Leicester, University Road, Leicester, LE1 7RH.  Email for the Data Protection Officer: [dpo@leicester.ac.uk](mailto:dpo@leicester.ac.uk).

This privacy notice explains how we use your personal information and your rights regarding that information.

## What information are we collecting?

Name and contact details and information about your accessibility needs, information about your legal query such as the problems you are dealing with and the other people involved.

Depending on your query we may ask you to provide information about you which is sensitive, such as information about your health or your financial situation.

## Why are we collecting your data?

We collect this information to run a Legal Advice Clinic and provide free legal advice.

## How will we use this data?

We will review the information to ascertain whether we can assist you with your query. If we are able to assist, we will:

* research and provide advice on your legal query.
* arrange interview(s) / meeting(s) with you to discuss and advise on your legal query. Any such meetings will be at the University, online or at an external location (in which case we may need to share your name and contact details with the relevant third party organisation).

## What is the legal basis for processing the data?

Normally, we process your data with explicit consent. Sometimes we do so because it is necessary for the performance of our agreement to provide you with legal advice or in order to take steps at your request before entering into an agreement with you to provide legal advice. This will include:

* Determining whether your query is one that we are able to assist you with;
* Determining whether we can find a volunteer lawyer to supervise your case;
* Providing legal advice and assistance to you;
* Compliance with a legal obligation (for example, identity checks under money laundering legislation) or regulatory obligations (for example, reporting to Solicitors’ Regulation Authority);
* The performance of tasks we carry out in the public interest (for example, the educational benefits for our students of giving legal advice);

We will only process your special category data with your explicit consent or if it is necessary:

* For the establishment, exercise or defence of legal claims;
* Very occasionally, when it is needed to protect your or another person’s vital interests and you are not capable of giving your consent (for example, in an emergency);
* If it is in the substantial public interest.

## If we are sharing your data with others who are we sharing it with?

The Legal Advice Clinic involves University staff, student volunteers and external volunteer solicitors. We may also need to share your contact details with third party organisations if meetings with you are held in an external location.

If we need to obtain any information about you from a third party for the purpose of assisting you we will only do so once you have provided us with your consent.

We ensure we have appropriate data sharing agreements in place before sharing your personal data with any other data controllers.

Your personal data is shared as is necessary, on a considered and confidential basis, with several external organisations which assist with processing your information. These organisations act on our behalf in accordance with our instructions and do not process your data for any purpose over and above what we have asked them to do. We make sure we have appropriate contracts in place with them. Sometimes your personal data is processed by these organisations outside the European Economic Area (for example, because they use a cloud-based system with servers based outside the EEA), and if so, we make sure that appropriate safeguards are in place to ensure the confidentiality and security of your personal data.

We do not share your data with external organisations for marketing their products or services.

## How long will we retain your data?

We will retain your data for six years after the date when we start to process it. In the Summer after six years has passed, we will delete / destroy any data which is more than six years old.

## What are your rights and how to enforce them?

In respect of our legal basis of consent you have the following additional rights:

* The rightto be informed - which is met by providing you with this notice
* The right of access – you can request access to the data held about
* The right to erasure of your data - the right to be forgotten
* The right of rectification – you can ask us to correct inaccurate
* The right to restrict processing - you can ask us not to process any data that is inaccurate
* The right to data portability – this only relates to processing by automated processing.

Details about your rights for other Legal basis are set out on our [website page](https://uniofleicester.sharepoint.com/sites/staff/information-assurance-services/SitePages/Rights.aspx).

If you wish to exercise any of these rights please contact the University’s Information Assurance Service by email [ias@leicester.ac.uk](file:///\\UOL\root\Departments\Legal%20Office\IAS\IAS%20Shared\Legal%20Compliance\GDPR\Privacy%20Notices\Templates\ias@leicester.ac.uk%20).

## How to complain to the Information Commissioner’s Office?

The Information Commissioner can be contacted on:

Post: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK95AF.

Tel: 0303 123 1113.

Email contact can be made by accessing [www.ico.org.uk](http://www.ico.org.uk).

**When you have completed this form, please return it to** [**lawadviceclinic@leicester.ac.uk**](mailto:lawadviceclinic@leicester.ac.uk)