CityCLAC Client Care Information Agreement

ABOUT THE ADVICE CENTRE

The City Community Legal Advice Centre (CityCLAC) based at City, University of London has been established to enable students studying law to obtain practical legal experience. Our students are not professionally qualified and will be working under the supervision of fully qualified lawyers who are either City Law School staff or volunteers from law firms. All volunteers are covered by our insurance and provide advice on behalf of the University’s Community Legal Advice Centre.

The Centre’s aim is to provide a high standard of service. Amongst other things we will:

- Put your interest first when advising you
- Be polite and considerate in our dealings with you
- Make every effort to provide relevant and realistic advice in plain language
- Treat all clients fairly, and not discriminate against anyone in line with the University’s Equality, Diversity and Inclusion strategy
- Obtain your consent to take your data and comply with data protection law in relation to its retention
- Keep your information confidential; we cannot disclose any of your personal information or details about your case to anyone without your written permission
- Take all steps to ensure that your personal information is not passed to any unauthorised persons
- Refuse to advise anyone else if doing so could compromise your confidentiality
- Not normally advise clients who have already instructed a solicitor on the same matter

Please note that other legal and professional duties may occasionally affect our ability to meet all these standards. For example, the solicitor’s duty to the Court or Tribunal can override our duty to keep your information confidential or the duty to put your interests first. We have a legal duty to disclose money laundering or illegal acts.

WHAT SERVICE CAN THE CENTRE OFFER?

We provide an advice only service. This means that we cannot represent you or undertake casework on your behalf. We normally offer one appointment per client. In exceptional circumstances we can offer a further appointment(s) at our absolute discretion.

WHAT YOU CAN EXPECT FROM THE CityCLAC?

Volunteer lawyers advise verbally at interview assisted by trained students. Following the advice session we can also provide a letter covering the advice which was provided together with referral sources within approximately 21 days. If we cannot advise you on your case for whatever reason, we will let you know and provide you with relevant alternative sources of help.

WHAT WILL IT COST?

The service we provide is free. However, you should be aware of the following points:
• You may be eligible for legal aid, and if you are the Centre may refer you to other solicitors who offer this service. We do not provide recommendations to firms. If you are eligible for legal aid you may be liable to pay a contribution. You may also be liable to repay your costs from any money or property recovered.
• If you decide to pursue legal proceedings, you may be ordered to pay your opponent’s costs if you lose your case. The Centre cannot brief barristers on your behalf.

WHAT WE WOULD LIKE YOU TO DO?
Please could you give us clear instructions about your case and up to date contact details promptly. Please ask us if you are unclear about anything. Once we offer you an appointment by email attaching this document, we ask you to sign in via docu-sign, or we ask for your agreement by email. When we offer you an appointment setting out our terms we take your attendance at the appointment to be your agreement to these terms. To comply with the law, we may need to obtain evidence of your identity. If we need to do this, we will normally ask for a copy of your passport and a recent utility or Council Tax bill. We will be unable to carry out any work until the identity checks are complete where this is necessary. Useful information about solicitors and the way they work can be found here: www.lawsociety.org.uk.

ENDING OUR AGREEMENT
You can ask us to stop working for you at any time by contacting us in writing normally by email. We can only decide to stop working for you for a good reason, for example, there is a conflict of interest, your case becomes too complex for students, it is clear that you have lost confidence in how we are carrying out your work or there is no educational benefit to the students in continuing to work on the case. If this situation occurs, we will give you reasonable notice in writing that we will stop working for you.

WHAT IF YOU WISH TO MAKE A COMPLAINT?
We hope you will be satisfied with the service provided by the Centre. However, if at any point you become unhappy with the service we provide, then please inform us immediately so that we can do our best to resolve the problem for you. A copy of our complaints procedure can be accessed here. If we are unable to resolve your complaint, then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates complaints about service issues with solicitors and other legal advisors. If you would like more information about this service, including the time limits for taking a case to them, please contact the Legal Ombudsman directly. You can find out more about their service by visiting www.legalombudsman.org.uk or contacting them on 0300 555 0333.

CONTACTING US
You can contact us by telephone or email or in writing. We will get back to you as soon as possible. Tel: 020 7040 5414 Email: CLAC@city.ac.uk

WHO IS RESPONSIBLE FOR YOUR CASE?
The Solicitor overseeing your case is: Sally Gill
INSURANCE
The Centre has insurance cover provided by the University's Insurers. If the Centre is negligent in the handling of your case, you will be covered by this insurance and we will be under a duty to advise you of the possibility of a claim should such circumstances arise.

PRIVACY NOTICE
We obtain personal information from you when you approach our service, including your name, e-mail address, postal address, phone numbers and brief details about your case. We need this information in order to be able to deliver our services to you. These services include responding to your initial enquiry to tell you whether we can help you and providing free legal advice to you. You can provide this information either by phone, or by email or in writing. We will then contact you to let you know whether we can help. Once your appointment is agreed, we share your information with the volunteer lawyer and student advisers who are handling your case in line with relevant privacy and data protection law.

By providing us with your personal information, you acknowledge and consent to the Legal Advice Centre processing your personal information in accordance with the purposes as laid out in our full privacy statement which is available here: Privacy Notice.pdf

We will archive the electronic or hardcopy file for seven years after the date of the last recorded correspondence. We may then destroy the file unless you have given us specific instructions to the contrary. We will make reasonable charges if you request additional copies of any documents we hold. If you have any queries in relation to how your rights are upheld, you can contact the Data Protection Officer at City Law School, Data Protection Officer, Dr Emma White, who can be contacted by email or in writing: City, University of London, Information Assurance Team, Northampton Square, London EC1V 0HB. +44 (0)20 7040 5060

I confirm that I have read and accept the above terms of service.

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THIS AGREEMENT IS AN IMPORTANT DOCUMENT. PLEASE KEEP IT IN A SAFE PLACE FOR FUTURE REFERENCE.