



Legal Aid  
Agency

# Client's Details Form

Please complete in block capitals

## Client's details

UFN:

Surname:

First name:

Date of birth:  /  /  National Insurance no:

Marital status:  Single  Married/Civil Partner  Cohabiting

Separated  Divorced/dissolved CP  Widowed

Gender:  Male  Female  Prefer not to say

Current address:

Postcode:

# LEGAL AID AGENCY

## PRIVACY NOTICE

### **PURPOSE**

This privacy notice sets out the standards that you can expect from the Legal Aid Agency when we request or hold personal information ('personal data') about you; how you can get access to a copy of your personal data; and what you can do if you think the standards are not being met.

The Legal Aid Agency is an Executive Agency of the Ministry of Justice (MoJ). The MoJ is the data controller for the personal information we hold. The Legal Aid Agency collects and processes personal data for the exercise of its own and associated public functions. Our public function is to provide legal aid.

Sometimes the Legal Aid Agency uses contact information to ask customers if they would like to complete a customer service survey to measure customer satisfaction with our services and to inform areas for improvement.

### **About personal information**

Personal data is information about you as an individual. It can be your name, address or telephone number. It can also include the information that you have provided in this form such as your financial circumstances and information relating to any current or previous legal proceedings concerning you.

We know how important it is to protect customers' privacy and to comply with data protection laws. We will safeguard your personal data and will only disclose it where it is lawful to do so, or with your consent.

### **Types of personal data we process**

We only process personal data that is relevant for the services we are providing to you. The personal data which you have provided on this form will be used for the purposes set out below.

### **Purpose of processing and the lawful basis for the process**

The purpose of the Legal Aid Agency collecting and processing the personal data which you have provided on this form is for the purposes of providing legal aid. Specifically, we will use this personal data in the following ways:

- In collecting your details to enable us to provide you with legal aid;
- In determining whether you are eligible for legal aid, if the legal aid that you receive is subject to eligibility or means testing;
- In assessing claims from your legal representative(s) for payment from the legal aid fund for the work that they have conducted on your behalf;
- In conducting periodic assurance audits on legal aid files to ensure that decisions have been made correctly and accurately; and
- In producing statistics and information on our processes to enable us to improve our processes and to assist us in carrying out our functions.

Were the Legal Aid Agency unable to collect this personal information, we would not be able to conduct the activities above, which would prevent us from providing legal aid.

The lawful basis for the Legal Aid Agency collecting and processing your personal data is the result of the powers contained in the Legal Aid, Sentencing and Punishment of Offenders Act 2012.

We also collect 'special categories of personal data' for the purposes of monitoring equality, this is a legal requirement for public authorities under the Equality Act 2010. Special categories of personal data obtained for equality monitoring will be treated with the strictest confidence and any information published will not identify you or anyone else associated with your legal aid application.

## Who the information may be shared with

We sometimes need to share the personal information we process with other organisations. When this is necessary, we will comply with all aspects of the relevant data protection laws. The organisations we may share your personal information include:

- Public authorities such as: Department of Work and Pensions (DWP), Driver and Vehicle Licensing Agency (DVLA), HM Courts and Tribunals Service (HMCTS), HM Land Registry and HM Revenue and Customs (HMRC);
- Non-public organisations such as: Credit reference agencies and our debt collection partners, Rossendales;
- If false or inaccurate information is provided or fraud identified, the Legal Aid Agency can lawfully share your personal information with fraud prevention agencies to detect and to prevent fraud and money laundering; and
- Amazon Web Services, Inc.

You can contact our Data Protection Officer for further information on the organisations we may share your personal information with.

## Details of transfers to third country and safeguards

It may sometimes be necessary to transfer personal information overseas. When this is needed, information may be transferred to: United States of America

Any transfers made will be in full compliance with all aspects of the data protection law.

## Retention period for information collected

Your personal information will not be retained for any longer than is necessary for the lawful purposes for which it has been collected and processed. This is to ensure that your personal information does not become inaccurate, out of date or irrelevant. The Legal Aid Agency have set retention periods for the personal information that we collect, this can be accessed via our website: <https://www.gov.uk/government/publications/record-retention-and-disposition-schedules>

You can also contact our Data Protection Officer for a copy of our retention policies.

While we retain your personal data, we will ensure that it is kept securely and protected from loss, misuse or unauthorised access and disclosure. Once the retention period has been reached, your personal data will be permanently and securely deleted and destroyed.

## Access to personal information

You can find out if we hold any personal data about you by making a 'subject access request'. If you wish to make a subject access request please contact:

Disclosure Team  
Post point 10.38  
102 Petty France  
London  
SW1H 9AJ

## When we ask you for personal data

We promise to inform you why we need your personal data and ask only for the personal data we need and not collect information that is irrelevant or excessive.

When we collect your personal data, we have responsibilities, and you have rights, these include:

- That you can withdraw consent at any time, where relevant;
- That you can lodge a complaint with the supervisory authority;
- That we will protect and ensure that no unauthorised person has access to it;
- That your personal data is shared with other organisations only for legitimate purposes;
- That we don't keep it longer than is necessary;
- That we will not make your personal data available for commercial use without your consent; and
- That we will consider your request to correct, stop processing or erase your personal data.

## **You can get more details on:**

- Agreements we have with other organisations for sharing information;
- Circumstances where we can pass on personal information without telling you, for example, to help with the prevention or detection of crime or to produce anonymised statistics;
- Our instructions to staff on how to collect, use or delete your personal information;
- How we check that the information we hold is accurate and up-to-date; and
- How to make a complaint.

For more information about the above issues, please contact the MoJ Data Protection Officer;  
Post point 10.38  
102 Petty France  
London  
SW1H 9AJ  
[data.compliance@justice.gov.uk](mailto:data.compliance@justice.gov.uk)

For more information on how and why your information is processed, please see the information provided when you accessed our services or were contacted by us.

## **Complaints**

When we ask you for information, we will comply with the law. If you consider that your information has been handled incorrectly, you can contact the Information Commissioner for independent advice about data protection. You can contact the Information Commissioner at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 0303 123 1113  
[www.ico.org.uk](http://www.ico.org.uk)

# Equal Opportunities Monitoring

Please tick the boxes which your client would describe themselves as being:

## Ethnicity

### White

- (a) British
- (b) Irish
- (c) White Other

### Mixed

- (a) White and Black Caribbean
- (b) White and Black African
- (c) White and Asian
- (d) Mixed Other

### Asian or Asian British

- (a) Indian
- (b) Pakistani
- (c) Bangladeshi
- (d) Asian Other

### Black or Black British

- (a) Black Caribbean
- (b) Black African
- (c) Black Other

### Chinese

### Gypsy/Traveller

### Other

### Prefer not to say

## Disability

The Equality Act 2010 defines disability as: a physical or mental impairment which has a substantial and long-term adverse effect on a persons ability to carry out normal day-to-day activities.

Not Considered Disabled

If a client considers himself or herself to have a disability please select the most appropriate definition.

Definitions:

- |                                |                          |  |                          |
|--------------------------------|--------------------------|--|--------------------------|
| Mental health condition        | <input type="checkbox"/> | Blind  | <input type="checkbox"/> |
| Learning disability/difficulty | <input type="checkbox"/> | Long-standing physical illness or health condition | <input type="checkbox"/> |
| Mobility impairment            | <input type="checkbox"/> | Other  | <input type="checkbox"/> |
| Deaf                           | <input type="checkbox"/> | Unknown  | <input type="checkbox"/> |
| Hearing impaired               | <input type="checkbox"/> | Prefer not to say                                  | <input type="checkbox"/> |
| Visually impaired              | <input type="checkbox"/> |  |                          |

4 Completion of this section is voluntary. This will be treated in the strictest confidence and will be used purely for statistical monitoring and research.

**This page must be completed in full where freestanding Advice and Assistance is sought in any Class of Work (except Police Station Advice and Assistance/warrants/armed forces custody hearings/Duty Solicitor advice) or where Advocacy Assistance is sought in the Prison Law Class of Work only.**

## Capital details

Does your client or partner (if living with client as a couple) get Income Support, Income- Based Job Seeker's Allowance, Income-Based Employment and Support Allowance, or Guarantee Credit?

- Yes. <sup>4</sup> If you are applying for Advocacy Assistance, ignore the rest of this page.  No. Complete the rest of this page
- <sup>4</sup> If you are applying for Advice and Assistance, complete the rest of the page.

How many dependants does your client have? \_\_\_\_\_  
(partner, children or other relatives in the client's household)

Give the total savings and other capital which your client has (and their partner, if relevant):  
(include equity in home above £100,000 after allowing for mortgage(s) up to the value of £100,000)

The client: £ \_\_\_\_\_  
Partner: £ \_\_\_\_\_  
(if living with the client as a couple):  
**Total: £ \_\_\_\_\_**

## Income details

Does your client or partner (if living with client as a couple) get Income Support, Income-Based Job Seeker's Allowance, Income-Based Employment and Support Allowance, Guarantee Credit, Working Tax credit plus Child Tax credit\* or Working Tax credit with disabilities element\*

(\*where gross income does not exceed £14, 213.)

- Yes. Ignore the rest of this section  No. Give the total weekly income of:

The client: £ \_\_\_\_\_  
The client's partner (if living with the client as a couple): £ \_\_\_\_\_  
**Total: £ \_\_\_\_\_**

Calculate the total allowable deductions:

Income tax: £ \_\_\_\_\_  
National Insurance contributions: £ \_\_\_\_\_  
Partner (if living with the client as a couple): £ \_\_\_\_\_

Attendance allowance, disability living allowance, constant attendance allowance and any payment made out of the Social Fund: £ \_\_\_\_\_

Dependent children and other dependents:

Age	Number	
15 or under	_____	£ _____
16 or over	_____	£ _____

**Less total deductions: £ \_\_\_\_\_**

**Total weekly disposable income: £ \_\_\_\_\_**