

4. How we get your information

Main points:

We mainly get information from the people who use our advice and advocacy service and from our members.

We also have information about people who are in touch with us in other ways. This could be people who come to an event, get our newsletter, contact us through social media or use our website.



There are many ways that Merton CIL asks people for personal information, such as when:

- You ask us for our help, we will take information about you and what we do for you.
- You become a member of Merton CIL.



- You use our website to send a question or ask for information, sign up to our newsletter or ask us for a login.



- You contact us by post, telephone, email, social media or any other way that means we need to reply to you.



- You come to a meeting or an event.



- You fill in a Merton CIL survey, questionnaire or give us feedback.



- Your information is given to us by someone from another organisation who asks us to contact you.



- You apply for a job with us or if you work for us.



There might be other times that we need to ask someone for their personal information. We will always use the same rules for keeping information safe.