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**Data protection notice**

The Volunteer, Advocate and CASS+ will process data about your involvement in the Exeter Family Law Clinic. They all have privacy notices to explain how they process clients’ data. Where the Volunteer is a barrister, the barrister’s chambers will have a privacy notice. Where the Volunteer is a solicitor, the solicitors’ firm will also have a privacy notice. All those privacy notices are available on their websites. The Volunteer will inform Advocate about what happened in relation to your hearing by way of the Concluding Letter sent to you after your Clinic appointment. The Volunteer may comment about the need for any further assistance in the case.

If you have a further appointment with the Clinic, on a later date, then the Volunteer on that date may be informed about what happened during your Clinic appointment, unless you say that you do not wish this to happen. If you go on to receive further support from a barrister through an application for support via Advocate, the barrister volunteering to assist with your case may also be informed about what happened during your appointment, unless you say that you do not wish this to happen. This is because other volunteers have a legitimate interest in knowing the background to the case.

Advocate, the Volunteer barristers and solicitors, CASS+ and the Exeter Combined Court Centre, may keep records to monitor the use of the Clinic and may make such information available to Volunteers, the local judiciary and other involved front line organisations.

**Comments, concerns or complaints**

If the unrepresented person or a volunteer barrister or solicitor wishes to raise any comment, concern or complaint they should, in the first instance, write to the Chief Operations Officer of Advocate at International Dispute Resolution Centre, 1 Paternoster Lane, London, EC4M 7BQ.

**Reporting**

Advocate will produce quarterly reports addressing:

1. How many requests for assistance have been submitted
2. How many requests for assistance have been accepted

The Exeter Family Law Clinic will provide a yearly report to Advocate on the impact of the scheme on the court process by consulting court staff and/or the Judiciary hearing these cases including, where available, information about:

1. Time saved by volunteer involvement
2. Cost of the time saved
3. Anecdotal comments from the Judiciary or court staff