

Type of information	Why do we need this information	How long we keep this information for	Lawful basis for requesting this information
Name	To contact you	7 years from the closure of your case	Legitimate interest and to protect against legal claims
Telephone number	To contact you		Legitimate interest
Email address	To contact you		
Your local authority	To ensure we give you the correct advice, and for reporting purposes (this would not contain other information or be attached to your name)		Legitimate interest
Type of issue you are contacting us about	This will help us to monitor the types of issues we receive to highlight trends and inform our campaigns		Legitimate interest
Your feedback to us	To improve our service and to encourage our team, and for reporting purposes (this would not contain other information or be attached to your name).		Legitimate interest
Case details	To help you with your query, keep track of the advice we give you and what referrals you consented to	7 years from the closure of your case	Legitimate interest, legal requirement and appropriate GDPR Section 9 criteria for the processing of special category data