DIY Advocate Data and Privacy Policy

About my information and privacy

Why do I need to agree to the DIY Advocate Data and Privacy Policy?

The information you put into DIY Advocate® is called data. We need to be sure that you agree to how we will use and protect your data. By using this app you agree to this DIY Advocate Data and Privacy Policy.

Will my information be kept confidential?

DIY Advocate® is provided by Connected Voice. The information you put into DIY Advocate will always be kept completely confidential. We have detailed policies which make sure we protect the confidentiality of people who use any of our services and ensure your personal data is kept secure. See the full Connected Voice Privacy Policy.

Where does my information go?

The information you put into the app will be stored on a secure server. The server has a Secure Sockets Layer (SSL) and Transport Layer Security (TLS) certificate which encrypts your data during transmission. Your data can only be accessed via an encrypted password system that ensures it cannot be read by anyone else.

Will my information be shared with anyone?

All the information you put into DIY Advocate® is completely confidential and will never be shared with anyone unless you choose to share it by sending a report to someone.

Will you look at the information I put into DIY Advocate?

We might produce anonymised reports about DIY Advocate® to help us understand how it is being used and keep it up to date so that we can make sure the app is useful. These reports will include information about, for example, how many people have used it and the kinds of issues they have selected e.g. Benefits, Housing. However, the information in these reports will **always** be anonymised and will **never** include your personal or identifying details or any details about the problem you used the app for.

Will I be contacted or receive marketing material?

We will not send you marketing materials or sell your data to any third party. Connected Voice may occasionally contact you about DIY Advocate and your account (for example if we upgrade it). Additionally, we may contact you if we have a new product you might be interested in.

How long will my user account be open?

- We will delete your user account if it is inactive for more than 1 year and all data in your account will be anonymised so that you cannot be identified
- Once your user account is deleted your action reports will no longer be available to you.
- You should consider downloading and saving all your action reports if you want to ensure you have a record of them.
- You can re-register as a new user at any time.