



WhatsApp helpline - Terms & Conditions of Use

Last updated: 7th November 2023

1. Introduction

New Europeans Ltd. (New Europeans UK) is a registered charity and OISC-regulated organisation.

We offer free legal advice on the EU Settlement Scheme to vulnerable individuals, citizens of the EU, EEA and Switzerland and their family members who have their rights protected under the Withdrawal Agreement.

2. Advice service and legal advice scope

- Our helpline is run by legal advisors employed by New Europeans UK.
- Our helpline is free of charge.
- Please note that we can only give advice concerning the EU Settlement Scheme. We can from time to time provide general help or guidance on other matters.
- If we are unable to help with your query, we will point you in the direction of other organisations that may be able to help.
- Any advice provided is based solely on the information you provide us. We are not accountable for advice given based on wrong or missing information.
- The advice is personal and applies to your situation. You can share the advice you receive with someone else but please note that it may not apply to their situation.
- If we believe it is necessary, we will escalate your case. This may take different forms depending on your needs, such as representation, or support with the application process, in line with our project aim.
- We may not be able to assist you with your EUSS query for reasons of capacity or scope of the project. In this case, we will point you in the direction of other organisations that may be able to help.



3. Privacy and confidentiality

- Our *Privacy and cookies policy* can be found here: <https://neweuropeans.uk/wp-content/uploads/2021/02/NEUK-Privacy-and-cookies-policy.pdf>
- Your privacy is important. Your conversation is treated confidentially and we do not share your details with third parties, including statutory bodies or charities, except if mandated by law or for legitimate interest.
- We will not collect or store your name, phone number, or any other personally identifiable information unless explicitly agreed upon.
- Your personal information will only be accessible to NEUK advisers, and any disclosure of your details to third parties will require your explicit written consent.
- We may need to share your personal information with interpreters. You will be asked for consent in your preferred language.
- Conversations will be retained for a maximum of 4 months from the date of the last interaction. After this period, all conversation data will be deleted, and we do not retain any record of your conversations with us, unless you have an open case.
- We will only record and retain general information about your query for reporting to funders, research and training purposes.
- You may be asked to provide some personal details (e.g. passport number, date of birth, etc.) as required by your case and the support you need.
- We will never ask you to provide us with passwords, bank account details or other sensitive information.