



# FAQs for Clients

## Q. What is The Jeanie Project?

A. The Jeanie Project partners with community groups and charities, offering access to a free software platform (KIM), which collects information about a legal issue from their users/members/clients (clients), and sends it to a pro bono legal adviser. Pro bono legal advice is advice which is provided for free by lawyers, to individuals, charities and community groups who cannot afford to pay for that advice and where public and alternative means of funding are not available.

## Q. How does the KIM platform work?

A. The KIM platform is designed to collect information in a structured format and to get to the heart of your matter. A trained operator will take you through a series of questions. The information will be sent to a pro bono legal adviser who will use it to assess whether there is a legal case and, if so, begin working on it without the need for further information. The legal adviser will contact you directly when their advice is ready.

## Q. Can I access the platform myself? If not, where can I access it?

A. Clients are not able to access the KIM platform on their own. You will need to attend a participating community organisation or charity and be assisted to use the tool. This is because the platform is a user moderated tool and we cannot offer accounts to individual clients. Participating community organisations include free legal advice centres, food banks and MP surgeries.

## Q. Do I need to know how to use a computer or have access to the internet?

A. No. Access to KIM is through participating organisations where there will be a trained operator to take you through the necessary steps. This means you do not need to know how to use a computer, nor do you need to have access to the internet.

## Q. What areas of law can I get advice on?

The Jeanie Project currently offers advice on employment and housing law. This will be extended in future to debt and immigration.

## Q. What kind of information will I be asked for?

A. You will be asked for basic personal information such as name, address and proof of identity. You will also be asked questions relating to financial status in order that the pro bono legal adviser can determine whether you are eligible for legal aid. You will then be asked to provide an overview of the situation you are seeking advice about and to provide any supporting documentation.

## Q. Where is my data stored? Can I get a copy of the information I provide?

A. Data will be stored in the cloud within a UK data centre and is subject to stringent information security. You can request to have access to the information you have given in a practical, secure form. You should make this request at the organisation where you registered with The Jeanie Project.