



the jeanie project  
access to justice through active goodwill

# TJP (KIM) Client User Agreement

April 2019

*This is an agreement between an individual client and TJP (KIM) and aims to set expectations and provide information as to how their data is used. The operator is required to read the agreement to the client who will be asked to indicate whether they understand and agree. If they do not, they cannot proceed and KIM will automatically end their session.*

*This is separate to any confidentiality agreement that the partner organisation may ask the client to sign.*

Please read the following to the client:

- I will ask you questions relating to you and your circumstances. You don't have to answer all of the questions and we will only record what you want us to record. However, the more information you provide, the more this helps the legal adviser understand your problem.
- Your information is stored securely on our UK based system and is confidential. However, please be aware that in order to provide you with advice, several operators / legal advisers within the same organisation may be able to access your case notes.
- There is no guarantee that there will be a legal adviser available with the specialist knowledge required to provide advice to you. If no one can help, you will be informed as soon as possible – you must give us contact details for us to be able to do this.
- Your information will remain confidential unless the law requires us to report it. For example, if you say you are going to hurt yourself or someone else, or you say that you or someone you know is abusing a child, the law may require us to tell someone.
- If you would like a copy of the information held on file about you, please ask. Information about you will be kept for as long as necessary but for no longer than three years.
- If you ever wish to have your details and case notes removed from the system, please ask – you can either do that here (where you first gave us your information) or by emailing [jeaniehelpdesk@gmail.com](mailto:jeaniehelpdesk@gmail.com)
- If you would like a copy of this User Agreement in writing, please ask for a printed copy.
- For further information, please see our [Privacy Policy](#).