

Our chatbot



EasyRead version



Older and disabled people are not always getting the social care they need.



Everyone has the right to get the services they need from their local council.



Most people cannot afford lawyers they might need to help them and must use **legal aid**.

Legal aid is money you can get to help you pay for a lawyer.



The chatbot tells you about the law in England. It helps you to get more help if you need it.

The legal chatbot has information about the law around social care. It is for:



- older people



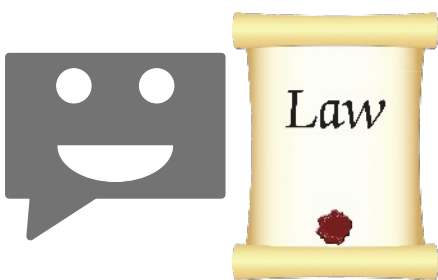
- disabled people



- their families



- their carers



The chatbot gives you legal information about your situation.



It can give you a letter to send to help you get the right support.



It is free to use.



If the information you need is not on the chatbot it will give ideas of other organisations that could help you.



The chatbot is for legal information about the law in England only. You cannot use it if you do not live in England.

Your personal information



When you use the chatbot you will be asked for:

- your first name



- your email address



This is so that we can send you a email of what we talk about. You will also get an email with more information about things that can help you.



Do not put in names or contact numbers of other people. This is called **personal data**. We have no way of getting them to agree to having their information. This is called **consent**.



We do not need their information for the chatbot to work.



Personal information you give us is kept on our computer for up to 14 days. After 14 days it will be deleted.



We do not share your information with anyone unless the law says we must. Normally your information will only be shared with Access Social Care and our technical support partners.



Other information you give us is used to help make social care and support better for people.



The chatbot helps us to see if lots of people are having the same problem in any particular area.



We can use this information to make sure local authorities do what the law says they should.



Access Social Care wants to make sure anyone who needs it can use the chatbot.



After you chat, we might ask you some more questions. This will help us to make sure we can help more people.



You can read more about how Access Social Care uses your personal data www.accesscharity.org.uk/privacy

Getting information right



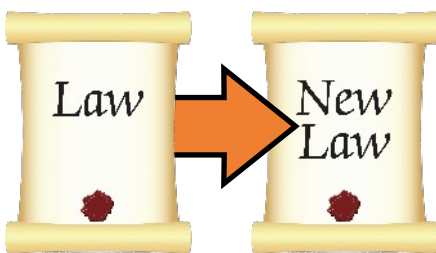
We try to make sure all the information on the chatbot is correct. All the information on it is checked by lawyers.



There are some things you need to know.



We have made the law in the chatbot easier to understand. This means the information on the chatbot might not always be exactly about your problem.



Law changes often. When it does, we update the chatbot.



We test the chatbot regularly.

At least once a year we check all the places on the chatbot that we guide you to.



Sometimes we do get things wrong.



Because the chatbot is digital it can sometimes go wrong. This means it might not always give you the most up to date and correct information for your situation.



Information on the chatbot about the law is not the same as getting advice about your situation from a lawyer.



If you think that you might need legal advice, you can find details of lawyers www.solicitors.lawsociety.org.uk



Sometimes we ask for feedback about the chatbot. When you tell us something was not helpful, we will make changes to make it better.



Sometimes other organisations know more about the things you are asking.



We make sure they are reliable before we point you to them. We will tell you if it costs money to use them.



We are not responsible for information on other websites. Links to other websites does not mean we support their information.

Access to the Chatbot



We try to make sure the chatbot is reliable and easy for people to access. It might not always be available when you need it.



You can find out more about the chatbot by emailing **enquiries@accesscharity.org.uk**

Credits



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making EasyRead information.



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