

# You have decided to write a letter



EasyRead version



Before we start, here is how we look after your information.



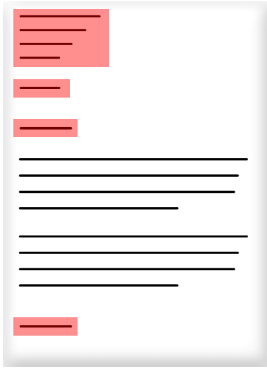
Some of the information you put in your letter might be personal.



Once you download the letter, close or refresh your browser window. When you do this your full name will be taken off our computer system.



To keep your information private, we will not add names or contact details.



Once you download the letter you can add these. We will mark in red where you should do this.



At the end of your chatbot session we will ask if you want us to email you.



When you give us your email address, we will keep it for up to 14 days.



This is so we can check if you need any more help.



You can read more about how we look after your information  
[www.accesscharity.org.uk/privacy](http://www.accesscharity.org.uk/privacy)

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