



Cambridgeshire, Rutland and Peterborough Trading Standards Service

July 2021

The following privacy notice applies to Cambridgeshire, Rutland and Peterborough Trading Standards Service is a shared service between Cambridgeshire County Council, Rutland County Council and Peterborough City Council.

We have a wide range of statutory responsibilities and duties to protect local consumers in relation to the goods and services they buy and use and provides advice, guidance and support to businesses to help them understand and comply with their legal obligations. We may also undertake investigations into criminal offences such as those relating to rogue traders.

Information (personal data) collected & processed but not limited to:

- Members of the public who have contacted us for assistance, advice or guidance.
- Individuals who have contacted the Citizens Advice Consumer Service who have then shared this information with us.
- Information about individuals who run businesses in Cambridgeshire, Rutland and Peterborough.
- Individuals who have applied for a license to store explosives such as fireworks.

Information we collect in this regard may include but not be limited to:

- Name
- Address
- Telephone number
- E-mail address

You may be asked for this information over the telephone, by e-mail, via an on-line survey or in person by an officer from the Trading Standards Service.

We may also hold additional information, which has been gathered during enforcement action or where we are making enquiries that may result in enforcement action in accordance with our statutory duties. This may include, but not be limited to, information about the following:

- Date of birth
- Criminal convictions or cautions, warnings and orders
- Details about health

- Financial information and information about income
- Details of on-line accounts
- Household members or associates and living arrangements
- Employment history
- National Insurance Number
- Video and / or still images
- Vehicle details – including insurance and registered keeper details
- Fingerprint data
- Benefit claim information
- HMRC data applications
- Travel history
- Identification documents such as driving licences, passport or ID card details

Where do we collect information from?

In addition to collecting information from members of the public, Councillors and MPs and businesses, we also collect and process information from the following:

- Other departments or services within Cambridgeshire County Council, Rutland County Council or Peterborough City Council
- Other Local Authorities
- Other law enforcement bodies and their associated organisations
- National Trading Standards and its associated groups
- Central Government departments and executive agencies
- Community groups, consumer groups and/or business groups
- Citizens Advice Consumer Service (England, Wales, NI) / Consumer Advice Direct (Scotland)
- Rights owners (e.g. trade mark holders)
- Legal representatives and other professional service providers
- Fire and Rescue Service
- European Consumer Centre
- Public Health
- Charities
- Trade or professional bodies

Where we are legally permitted to, we may share information with the following:

- Other departments or services within Cambridgeshire County Council, Rutland County Council or Peterborough City Council
- Other Local Authorities
- Consumers or Businesses
- Other law enforcement agencies and bodies
- Courts Service
- Fire and Rescue Service
- Government departments and executive agencies
- Legal representatives
- Rights owners
- European Consumer Centre
- Public Health

Purpose for processing your personal data:

We use this information to enable us to respond to enquiries and carry out our legal duties, as well as providing advice and guidance to businesses to help them understand and meet their legal obligations. We also use this information to make enquiries and investigate offences and undertake enforcement and court proceedings.

Where we process personal data under the UK GDPR then our lawful basis is public task as per Article 6 (1) (e). We also may process special category data and where we do then our lawful basis is substantial public interest as per Article 9 (2) (g) of the UK GDPR. This requires us to identify a condition in Schedule 1 Part 2 of the Data Protection Act 2018 which, depending on the circumstances, will be statutory purposes (condition 6), preventing or detecting unlawful acts (10), protecting the public (11) or regulatory requirements (12).

Where we investigate criminal offences, then we will process information in line with the law enforcement purpose as stated in section 31 of Part 3 Chapter 1 of the Data Protection Act 2018.

Information is stored safely and securely within IT systems and only the details needed are used.

Our lawful basis for processing the personal data:

Under the UK General Data Protection Regulation (UK GDPR), the legal basis / bases we rely on for processing personal information for general purposes are:

- Legal obligation
The processing is **necessary** for you to comply with the law (not including contractual obligations).
- Vital interests
The processing is **necessary** to protect someone's life.
- Public task
The processing is **necessary** for you to perform a task in the public interest or for your official functions, and the task or function has a clear basis in law.

Under the General Data Protection Regulation (GDPR), the legal basis / bases we rely on for processing **Special** personal information for general purposes are:

- Vital interests
The processing is **necessary** to protect someone's life where the individual is legally or physically incapable of giving consent.
- Substantial public interest
The processing is **necessary** for reasons of substantial public interest, on the basis of law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject;

- Public health
The processing is **necessary** for reasons of public interest in the area of public health.

Personal data disposal and retention:

Information gathered is kept only for as long as needed and in line with our retention policy. Once information is no longer needed or the period for retention expires the data is destroyed.

Cookies:

Cookies are small text files that are placed on your browser. To see how we use cookies, please follow this [link](#).

Your rights as a data subject:

By law, you have a number of rights as a data subject and this does not take away or reduce these rights. Your rights under the EU General Data Protection Regulation (2016/679) and the UK Data Protection Act 2018 applies.

All information is processed in accordance with the Rutland County Council data protection policy, please follow this [link](#).

These rights are:

- **Your right to get copies of your information** – you have the right to ask for a copy of any information about you that is used.
- **Your right to get your information corrected** – you have the right to ask for any information held about you that you think is inaccurate, to be corrected
- **Your right to limit how your information is used** – you have the right to ask for any of the information held about you to be restricted, for example, if you think inaccurate information is being used.
- **Your right to object to your information being used** – you can ask for any information held about you to not be used. However, this is not an absolute right, and we may need to continue using your information, and we will tell you if this is the case.
- **Your right to get information deleted** – this is not an absolute right, and we may need to continue to use your information, and we will tell you if this is the case.

Further information regarding to your data rights and how the Council will process your information please visit our website at www.rutland.gov.uk/dataprotection

If you are concerned about how we process your personal data:

If you are unhappy or wish to complain about how your personal data is used as part of this programme, you should contact Rutland County Council Data Protection Officer in the first instance:

Data Protection Officer
Sue Bingham
Data Protection Officer
Rutland County Council
dataprotection@rutland.gov.uk
01572 758165

If you are still not satisfied, you can complain to the Information Commissioners Office. Their website address is www.ico.org.uk and their postal address is:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Security:

We use appropriate technical, organisational and administrative security measures to protect any information we hold in our records from loss, misuse, and unauthorised access, disclosure, alteration and destruction. We have written procedures and policies which are regularly audited, and the audits are reviewed at senior level.

Automated decision making or profiling:

No decision will be made about you solely on the basis of automated decision (human involvement) which has a significant impact on you.

Changes to our policy:

We keep our privacy notice under regular review, and we will make new versions available on our privacy notice page on our website.