

Who is the Data Controller for the information I provide?

Halton Borough Council is the Data Controller for the personal information you provide.

The Council's Data Protection Officer can be contacted on 0151 511 7003 or by email to Peter.Richmond@halton.gcsx.gov.uk

Why do you need my information?

We collect and hold information about you when you contact us for advice. We may hold your information because you have contacted the Citizens Advice Consumer Helpline and they have passed your details to us so that we can provide you with the service you have requested. The Helpline will have obtained your consent to pass your details to us.

If you are the consumer and we don't have your information we are unable to provide you with the advice you have requested. By requesting the service you have given your consent to process your information for this purpose.

If you are a sole trader or partnership, we may hold information about you because one of your customers has contacted us for advice in relation to a problem they are having with goods or services they have bought from you. If a consumer is unable to resolve the problem with you, we may write, email or telephone you in an attempt to resolve the dispute and we need your details to be able to do this.

Any personal data collected through the Consumer Advice Service is processed in accordance with data protection legislation.

Sometimes we may issue a press release or an iCAN Warning (a free email alert system for Halton residents and organisations) to raise awareness of a particular issue or to warn other consumers of a particular scam or trading practice. The only details we will use are your gender and age (if we know it) and the town that you live in. We will not include any details that could identify you.

We may also use information as part of a case study in reports to councillors, local authority officers and external reports to highlight the work that we do and to raise awareness of particular scams or trading practices. The only details we will use are your gender and age (if we know it) and the town that you live in. We will not include any details that could identify you. If the details of your case are so unique that we think there is any risk that other people you have told your story to could identify you, we will change the gender, and the town that you live in for the purpose of the case study.

We may send you a satisfaction survey to find out what you thought about the service you received from us. We may use a summary of all returned satisfaction surveys in reports to councillors, local authority officers and external reports to highlight the work that we do.

What legal basis allows you to use my information?

The legal basis that allows us to process your information is 'public task':

- section 69 (5) of the Weights and Measures Act 1985 allows for weights and measures authorities to provide consumer advice, and,
- *section 2 of the Local Government Act 2000 which states that every local authority are to have power to do anything which they consider is likely to achieve any one or more of the following objects—*
 - (a) *the promotion or improvement of the economic well-being of their area,*
 - (b) *the promotion or improvement of the social well-being of their area.*

Do I have to provide this information and what will happen if I don't?

In order to provide you with advice or information it is necessary for us to collect and hold personal information about you. If you do not provide us with information, we will not be able to advise you.

Who will my information be shared with?

Your information will only be passed to officers within Trading Standards who are responsible for handling, investigating and responding to requests for advice. They may contact you for further information.

We will not share your information with any external organisation without your consent.

However, there may be certain circumstances where we would need to share your information, for example, where we are required to do so by law, for safeguarding purposes, if there is a risk of harm to you or another person and in emergency situations.

Anonymised information that does not contain your name or address may be included in iCAN Warnings, press releases and reports as described in 'Why do you need my information?' above.

How long will you keep this information for and why?

We are required to keep your information relating to your complaint for a minimum of 7 years in line with the Council's Retention Policy and Schedule, after which time your information will be destroyed.

How will my information be stored?

All information relating to consumer advice requests are administered and held on an electronic system which will be accessible by Trading Standards and Environmental Health staff.

Your data will not be sold or transferred abroad.

Will this information be used to take automated decisions about me?

No

Will my data be transferred abroad and why?

No

What rights do I have when it comes to my data?

Right to be informed – through this Privacy Notice
Right to rectification – you have the right to have personal data rectified if it is inaccurate or incomplete.
Right to erasure – you have the right to have personal data erased and to prevent processing.
Right to restrict processing – you have the right to block or suppress processing of your data
Right to object to processing

Right of Access - you have the right under the General Data Protection Regulation 2018 to request a copy of your information and to know what it is used for and how it has been shared. This is called the right of subject access. To request a copy of your data or ask questions about how it is used download a copy of our form from <https://www4.halton.gov.uk/Pages/councildemocracy/Data-Protection.aspx> and send it to Information Governance Service, Halton Borough Council, Service Improvement Division, Municipal Building, Widnes, WA8 7QF. Or email informationgovernanceservice@halton.gov.uk

Source of data

If you are a consumer, we have your data either because you contacted us directly or because you contacted the Citizens Advice Consumer Helpline and agreed for them to pass your details to us.

If you are a sole trader or partnership, we may hold information about you because one of your customers has contacted us for advice in relation to a problem they are having with goods or services they have bought from you.

Who can I complain to if I am unhappy about how my data is used?

You can complain directly to the Council's Data Protection Officer by writing to:
Data Protection Officer, Information Governance Service, Halton Borough Council,
Municipal Building, Widnes WA8 7QF'.

You also have the right to complain to the Information Commissioner's Office using the following details: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. Telephone: 08456 30 60 60 or 01625 54 57 45. Website: www.ico.org.uk