

Your right to ask the Competition and Markets Authority to delete your personal data

Right to erasure or to be ‘forgotten’

What if you want your personal data deleted from the CMA’s records?

Where we are collecting, using, storing or disclosing (processing) your personal data, you may ask us to delete it without undue delay where:

- we no longer need your personal data for the purposes for which we collected it or
- where you consented to us having your personal data and have now withdrawn that consent, unless the law allows us to keep your personal data without your consent or
- where you have objected to us collecting or handling your personal data or
- where we have collected or handled your personal data unlawfully or
- where the law says that we must delete your personal data

What if the CMA has already published your personal data?

If we have agreed to your request to delete your personal data and we have already published it, we will take reasonable steps to notify others who are handling your personal data that you have requested deletion of it and of any copies of it, or links to it. Our ability to notify others may depend on the available technology and the cost to us.

Does the CMA have to agree to your request?

We may not be able to delete your personal data for legal reasons. For example, where:

- the law requires or allows us to keep the personal data
- we need the personal data so that we can carry out our official work and it is in the public interest for us to keep it
- it is needed for archiving, historical research or statistical purposes
- it is needed for the establishment, exercise or defence of legal claims

What happens if your request is turned down?

Where the law allows us to turn down your request for deletion of your personal data, we will tell you and explain why.

How to make a request

If you wish to ask us to delete personal data that the CMA holds about you, you should contact the Data Protection Officer:

9th Floor
The Cabot
25 Cabot Square
London
E14 4QZ

dpo@cma.gov.uk

Proof of identity

Before we can deal with your request for deletion of your personal data, we may need to ask you for proof of identity. If so, we will ask you for a photocopy of the identity page of a current passport or current photo driving licence and an original, current utility bill (a gas, electricity, water, or telephone bill) or a credit card or bank statement containing your name and address. We will return these to you if you ask us to.

Time for response and cost

We must deal with your request free of charge, without undue delay and certainly within a month of receiving your request.

But if your request is complex, or if you have made several requests, we may extend this time period by a further two months. Where we extend the time period, we must tell you we are going to do this, and why, within one month of receiving your request.

If you make repeated requests, the law allows us to charge you a reasonable fee based on our administrative costs, or to refuse to deal with your requests.

Electronic requests

Where you make your request by email, unless you ask us not to, we will respond in an electronic form.

How to complain

If you are unhappy about how we are handling your request for deletion of your personal data, you may complain to:

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
SK9 5AF

casework@ico.org.uk

0303 123 1113

You also have the right to ask a Court to consider whether we have dealt properly with your request.