

Your right to ask us to restrict how we are collecting, using, storing or disclosing your personal data

Right to restrict processing

Can you restrict how we collect, use, store or disclose your personal data?

Where we are collecting, using, storing or disclosing (processing) your personal data, you may ask us to restrict how we do so where:

- you believe the personal data to be inaccurate or
- we are collecting, using, storing or disclosing your personal data unlawfully or
- we no longer need your personal data for the purposes for which we collected it, but you need it for the purposes of establishing, exercising or defending a legal claim or
- you have objected to the processing

What we must do

Where you have made a request to restrict processing and we have agreed to your request, we will continue to store your personal data, but we will not use it unless we have your consent, or we need to use it for legal claims, to protect the rights of other people, or for reasons of important public interest.

We will notify you before we start to use your personal data again.

What if we have already shared your personal data?

Where we have already shared your personal data with anyone, we will notify them that you have asked us to restrict the processing of it, unless notification is impossible or would involve a disproportionate effort by us. We must also tell you, if you ask us to, that we have notified the people that we have shared your personal data with.

Do we have to agree to your request?

Sometimes the law allows us to turn down your request to restrict processing. For example, for:

- national security
- defence
- public security
- the prevention, investigation, detection or prosecution of criminal offences or the execution of criminal penalties
- protecting economic or financial interests, monetary, budgetary and taxation matters, public health and social security
- monitoring, inspection or regulatory functions
- protecting you or the rights of others
- the enforcement of civil claims

What happens if your request is turned down?

Where the law allows us to turn down your request to restrict processing, we will tell you and explain why.

How to make a request

If you wish to ask us to restrict how we process your personal data, you should contact the Data Protection Officer.

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

dpo@cma.gov.uk

020 3738 6000

Proof of identity

Before we can deal with your request to restrict processing, 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 answer 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 to restrict processing 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.