

Getting access to your personal data

Your right to ask us if we are collecting, storing, using or disclosing your personal data and to obtain a copy of it

Making a request

You may ask us at any time whether we are collecting, storing, using or disclosing (processing) your personal data and if so, you may ask us to provide you with a copy of it.

What we must tell you

Where you have made a request and we are collecting, storing, using or disclosing your personal data, we must tell you what personal data of yours we have; why we have it; what we are doing with it; whether we are sharing it with anyone, and if so, who we are sharing it with; whether we may share it with anyone in the future (including with anyone outside the European economic area and in which case what steps we are taking to keep your personal data safe); and how long we will be keeping your personal data for.

Where we are collecting, storing, using or disclosing your personal data, but have not collected it directly from you, but from a third party, we must tell you who that third party is, when we respond to your request.

Time for response and cost

We must answer your request and provide you with a copy of your personal data, 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 ask us for further copies of your personal data, or 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 to you in an electronic form.

Other rights

You may ask us to correct any of your personal data that you believe to be incorrect (your right to rectification); to delete your personal data from our records (your right to erasure or to be 'forgotten'); or to stop collecting, storing, using or disclosing your personal data (your right to object to processing); or you may ask us to restrict our collection, storage, use or disclosure of your personal data (your right to restrict processing).

Automated decision-making and profiling

We do not currently handle personal data for the purposes of automated decision-making.

Refusing a request

We may refuse to provide you with your personal data where the law says that we can. If that happens, we will explain why the law allows us to do this.

How to make a request for your personal data

You can make a request for your personal data by writing to:

Data Protection Officer

Second Floor
Victoria House
37 Southampton
Row London
WC1B 4AD

dpo@cma.gov.uk

020 3738 6000

Proof of identity

Before we can provide you with your personal data, we will ask you for proof of identity. 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 the utility bill to you if you ask us to.

How to complain

If you are unhappy about how we are handling your request for access to 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.