



# Office for Product Safety & Standards

## Privacy Notice

The Office for Product Safety and Standards (the Office) is part of the Department for Business and Trade (DBT).

This privacy notice sets out how we will use your personal data, and your rights. It is made under Articles 13 and/or 14 of the General Data Protection Regulation (GDPR).

It is important that you read this notice, together with any other privacy notice that is provided to you on specific occasions when we are collecting or processing your personal information, so that you are aware of how and why we are using it.

This notice applies to individuals who are external to the Office. This notice does not form part of any contract. This notice can be updated at any time; we will inform you if the way we handle your personal information changes.

Personal data is any information that can be used to identify a living individual, either on its own, or in combination with other pieces of data. Examples of personal information include your name and address.

Data processing includes the collection, use, and storage of data.

The data controller is DBT.

### **1. The information types to be processed**

Most of the information processed by the Office relates to businesses (legal entities). This is not covered by the 2018 Data Protection Act / GDPR. The personal information we process for each of our core functions is limited to that listed in Table 1.

## 2. The purposes of processing your information

Table 1: Purposes and the information types processed

Purpose	Information Types
Enforcement activity including the compilation of registers of regulated businesses and their use to contact businesses whilst exercising its authority as the Office for Product Safety and Standards	<p>Contact information such as name, email address and direct telephone numbers for businesses covered by regulations including Product Safety regulations</p> <p>In some circumstances, the Investigations team may process additional information under Part 3 of the 2018 Data Protection Act, in accordance with the National Intelligence Model.</p>
Maintaining the register of Primary Authority relationships.	<p>Contact names for participating companies, coordinating bodies and Primary Authorities</p> <p>Contact emails for participating companies, coordinating bodies and Primary Authorities</p> <p>Contact phone numbers for participating companies, coordinating bodies and Primary Authorities</p>
Managing a variety of events for outside delegates.	<p>Names</p> <p>Email address</p> <p>Postal address</p> <p>Phone details</p> <p>Information about your role and professional activities</p> <p>Contact details for an emergency contact for residential events</p> <p>Food preferences/allergies</p>
Marketing and other communications	Contact information such as name, email address and direct telephone numbers
Complaints and appeals	<p>Contact names for complainants and appellants</p> <p>Contact emails for complainants and appellants</p> <p>Contact phone numbers for complainants and appellants</p> <p>Postal addresses for complainants and appellants</p>

Purpose	Information Types
Managing relationships with other regulators	Contact names, emails and addresses of staff at other regulators Contact names, emails and addresses of staff at regulated businesses where there is joint regulatory responsibility
Procurement and managing relationships with suppliers	Contact names for suppliers and individual staff members Contact emails for suppliers and individual staff members
“where procurement is managed by UKSBS, OPSS acts as an information processor”	Contact phone numbers for suppliers and individual staff members Postal addresses for sole trader suppliers
Heat metering and billing notification	Contact names for suppliers and individual staff members Contact emails for suppliers and individual staff members Contact phone numbers for suppliers and individual staff members Postal addresses for sole trader suppliers

### 3. The lawful bases for processing your information

The Office processes your personal information for the performance of a task carried out in the public interest or in the exercise of the official authority given to it, as outlined in Chapter 2 (Lawfulness of processing) Section 8 of the Data Protection Act 2018.

This may include contacting you by newsletters, regulatory updates, or surveys, where the material contained is relevant to your professional role, or if you are a member of the public, contacting you to report progress in relation to the matter that you contacted us about.

If you attend one of our events we may additionally collect some information for the purpose of protecting your vital interests such as emergency contact details and food allergies.

If we need to process your personal information for another purpose not in the public interest or in the exercise of the official authority given to it, we will seek your consent for processing before beginning processing.

### 4. Your rights

You have the following rights regarding your personal information:

You have the right to request information about how your personal data are processed, and to request a copy of that personal data.

You have the right to request that any inaccuracies in your personal data are rectified without delay.

You have the right to request that any incomplete personal data are completed, including by means of a supplementary statement.

You have the right to request that your personal data are erased if there is no longer a justification for them to be processed.

You have the right in certain circumstances (for example, where accuracy is contested) to request that the processing of your personal data is restricted.

You have the right to object to the processing of your personal data where it is processed for direct marketing purposes.

You have the right to object to the processing of your personal data.

If you wish to exercise your rights, please contact the Data Protection Officer.

A list of your rights under the Data Protection Act 2018 is accessible at:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulationgdpr/individual-rights>

## **5. If you do not provide your personal information**

For matters where you are not legally obliged to provide personal information, and you choose not to, then the Office may not be able to administer your request.

In the case of information collected to protect your vital interests by event attendees, we may not be able to provide necessary care in the event of a medical emergency.

If you are legally obliged to provide personal information, you may be committing an offence if you refuse.

## **6. Data transfers**

Your personal information may be shared with other regulatory authorities including other Market Surveillance Authorities and Enforcement Authorities whose legal basis for processing is also a public duty.

Your personal information is shared using secure transfer methods and will not be transferred to any additional third parties.

The Office does not routinely transfer personal information outside the EEA. In specific circumstances, should this be necessary, we would notify you before any such transfer occurred, and all processing would be subject to the safeguards specified within the 2018 Data Protection Act.

## **7. How long we keep your personal information**

We retain personal information for the duration of the regulation activity, or other purpose, and normally for 12 months afterwards. We will retain it beyond this period only when required to do so by a legal obligation.

We conduct an annual review to ensure that we do not retain personal information longer than is necessary and lawful.

In the event of consent being withdrawn, or the activity may be considered as direct marketing, where information is processed on that basis, processing will cease immediately.

## **8. The use of automated decision making**

Your personal information is not used in any automated decision making (making a decision solely by automated means without any human involvement) or profiling (automated processing of personal information to evaluate certain conditions about an individual).

## **9. Change of purpose**

We will process your personal information for the purpose for which we collected it. If we process your personal information for another purpose, we will notify you and explain the legal basis which allows us to do so.

Please note that we might process your personal information without your knowledge or consent, where processing is based on another legal basis and where this is required or permitted by law.

## **10. Changes to this privacy notice**

We may change this privacy policy. In that case, the 'last updated' date at the top of this page will also change. Any changes to this privacy policy will apply to you and your data immediately.

If these changes affect how your personal data is processed, we will take reasonable steps to let you know.

## **11. How to lodge a complaint**

If you have a complaint regarding the processing of your personal information, then please contact the Data Protection Officer at the organisations listed above.

You also have the right to lodge a complaint with the ICO (supervisory authority) at any time. Should you wish to exercise that right full details are available at:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulationgdpr/individual-rights>

## **12. Data controllers**

Unless otherwise stated below, the data controller for the personal information covered in this document is DBT.

The Data Protection Officer for DBT can be contacted using the contact details below:

The Data Protection Officer  
Department for Business and Trade (DBT)  
Old Admiralty Building  
Admiralty Place  
London  
SW1A 2DY  
Phone Number: 020 4551 0011

Email: [data.protection@businessandtrade.gov.uk](mailto:data.protection@businessandtrade.gov.uk)

Where the Office acts as an information processor, you should first contact the Data Protection Officer at the following organisations:

For Notification data relating to any heat network where the majority of final customers of the network are located in Scotland, the data controllers are BEIS and the Directorate for Energy and Climate Change of the Scottish Government. The Data Protection Officer for the Scottish Government can be contacted at:

Data Protection Officer, Victoria Quay, Commercial Street, Edinburgh, EH6 6QQ

Email: [DataProtectionOfficer@gov.scot](mailto:DataProtectionOfficer@gov.scot)

For procurement administered by UKSBS:

Data Protection Officer  
UK Shared Business Services  
Polaris House  
North Star Avenue  
SWINDON  
Wiltshire  
SN2 1FF