

PRIVACY NOTICE

Trading Standards Scams Project

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 7002 or by email to Jonathan.Greenough@halton.gov.uk

Why do you need my information?

We need your information so that we can provide you with information and advice about misleading offers and scams that are operating in the Borough. Information you provide to us about your experiences in receiving scam communications and/or being caught out by them, helps us to raise awareness with other residents of Halton so that they are better protected against scams in the future. What you tell us about any changes you have made as a result of having contact with us, the amount of money you may have sent in the past and any changes to that, will help us to demonstrate the value of the work that we do.

Any personal data collected through the Scams Project 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 will share anonymised data, that does not include your name or address or information that could identify you, with the National Trading Standards Scams Team so that they can create a national picture of the benefits that have been generated through the scams work undertaken by local Trading Standards services.

What legal basis allows you to use my information?

The legal basis that allows us to process your information is 'Public task' because 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?

You do not have to provide us with any information but we will not be able to work effectively with you to raise awareness of scams and to help you be better protected against being caught out by scams if you do not share your information with us.

Who will my information be shared with?

Your information will only be passed to officers within Trading Standards who are responsible for providing advice and raising awareness of scams.

We will not share information that could identify you 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 or 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 describe 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 the Scams Project is administered and held on an electronic system which is accessible by Trading Standards staff.

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 however the right to erasure does not apply in some circumstances.

Right to restrict processing – you have the right to block or suppress processing of your data, however this right does not apply in some circumstances.

Right to object to processing (to certain types of processing only)

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

We have your data because of one of the following:

- You contacted us directly or because you contacted the Citizens Advice Consumer Helpline and agreed for them to pass your details to us.
- Another organisation or service passed your details to us and you gave your consent for that to happen
- The National Trading Standards Scams Team found a response that you had sent to a known scammer when they executed a warrant at the trader's address or an address the trader was using as a postal service. If this is the case, we will have your name and address and we may have the response that you sent.
- The National Trading Standards Scams Team found your details in the records of a known scammer when they executed a warrant at the trader's address or an address the trader was using as a postal service. If this is the case, we will have your name and address.

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