



Data Protection - Privacy Policy

The Association of Chief Trading Standards Officers (ACTSO) (operating as ACTSO Ltd) is registered with the Information Commissioner's Office (ICO) under data protection legislation as a data controller.

ACTSO Ltd supports National Trading Standards ('NTS') which commissions its administrative and support role from ACTSO Ltd. As such ACTSO Ltd processes information, including personal data, in order to (i) enable NTS to take decisions about what work it will prioritise and fund, (ii) allocate grant money from government, and (iii) to receive reports on risks, progress and outcome of the use of that money. ACTSO Ltd processes personal data on the basis of its legitimate interest in providing administrative support to NTS.

ACTSO uses personal data supplied to it by its members and by local authority Trading Standards staff and enforcement partners for the purpose of providing its services. Those services are:

- Administering services for members including: invoicing for membership; maintaining contact lists in order to provide local authority Trading Standards Services with policy updates and enabling local authority and stakeholder enquiries to be answered; enabling logins to ACTSO website.
- booking events or courses (in which event delegate details will be published on delegate lists)
- to provide the programme support for National Trading Standards. This includes: processing information to enable the NTS Board and NTS governance groups to determine their priorities and allocate funding; providing the necessary performance reports to Government and the NTS Board, maintaining contact lists in order to provide local authority Trading Standards Services with updates on NTS work; enabling local authority and stakeholder enquiries to be answered

Categories of personal data processed by ACTSO Ltd in relation to its membership services include, names, email addresses and telephone numbers (if provided).

Categories of personal data processed by ACTSO Ltd in relation to its work for National Trading Standards includes, names, email addresses, and addresses.

ACTSO Ltd will also process some data in relation to Court convictions and other judicial outcomes in order to protect the public from dishonesty and failure in service.

ACTSO processes personal data in compliance with applicable data protection legislation. We do not transfer personal data to any third party save the

NTS Board and NTS governance groups where it is shared only with those individuals who require the information to take decisions on behalf of National Trading Standards about the prioritisation of any case, the provision of funding and oversight of the use of any funding provided.

Member names/email addresses may be provided to venues who are hosting meetings where they are required for security purposes and training providers for the purposes of sending training materials and attendance certificates.

ACTSO Ltd stores personal data safely and securely. ACTSO Ltd does not transfer personal data outside the UK.

The Chartered Trading Standards Institute (CTSI) wholly owns ACTSO Ltd. It processes financial transactions for ACTSO Ltd. Any personal and financial information held by CTSI will be in accordance with its data protection policies.

Retention periods

Personal data relating to ACTSO members will be held for the duration of the membership and for up to 12 months thereafter.

Personal data relating to NTS work will be kept generally for 6 years. The main exceptions to this are

- data contained in Business Plans and Annual Reports and papers / minutes for NTS Board and governance meetings, which will be kept permanently;
- contracts, letters and complaints against the service which will be kept for 6 years following completion of any contract or legal process linked to them;
- tenders which will be kept for 1 year from letting the related contract;
- general emails which do not fall in the above categories will be kept for 12 months; and
- draft documents which will be deleted once final versions have been approved and issued.

Data Subject Rights

The General Data Protection Regulation provides the following rights for individuals in respect of the processing of their personal data:

- Individuals have the right to be informed about the collection and use of their personal data.
- Individuals have the right to be told if ACTSO Ltd processes personal data relating to them, and if so, to be provided with details of that personal data.
- Individuals have the right to request that inaccurate personal data held by ACTSO Ltd relating to them is rectified.

Individuals have the right in certain circumstances to request that personal data held about them is erased.

- Individuals have the right (in certain circumstances) to request the restriction or suppression of their personal data.
- Individuals have the right to obtain and reuse their own personal data for their own purposes across different services.
- Individuals have the right (in certain circumstances) to object to the processing of their personal data based on their particular situation. Individuals have the absolute right to object their data being used for direct marketing.
- Individuals have the rights in relation to automated decision making and profiling; ACTSO Ltd does not undertake any automated decision-making based on the processing of personal data.

The Information Commissioner's Office (ICO) is the UK's independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals. For more details on data protection related legislation including rights or reporting a concern or complaint about information rights and data protection, can be found on its website at <https://ico.org.uk/> .

Subject Access Requests

The right of access to personal data is made through a Subject Access Request. This will normally be responded to within one month of the identity of the data subject which the request is for being confirmed.

To make a Subject Access Request send an email marked 'Subject Access Request' or 'SAR' to: nationaltradingstandards@actso.org.uk. Alternatively, post to: The Director, Data Protection, ACTSO Ltd, 1 Sylvan Court, Sylvan Way, Southfields Business Park, Basildon, Essex, SS15 6TH. ACTSO Ltd will require proof of identity before it can respond to such a request.

Making changes to your data we process

To make changes to your personal data, including to update your information, restrict processing or delete your information, please contact ACTSO Ltd electronically or in writing. Details of your request should be sent to: nationaltradingstandards@actso.org.uk or by post to: Data Protection, ACTSO Ltd, 1 Sylvan Court, Sylvan Way, Southfields Business Park, Basildon, Essex, SS15 6TH.

Personal Data Breaches

If and when necessary, ACTSO Ltd will inform the ICO of a personal data breach within 72 hours of the breach coming to its attention.