



Trading Standards- Scams Project Privacy Notice

Wigan Council (“a data controller”) is committed to protecting the privacy and security of your personal information.

Our core obligations under the general data protection regulations (GDPR) and commitments are set out in the [Council’s Primary Privacy Notice](#).

Trading Standards Section has a statutory responsibility for the enforcement of various Trading Standards legislation with the purpose of protecting residents, ensuring fair trading amongst businesses, and the prevention and detection of crime.

Trading Standards will also seek to protect residents from being victims of misleading offers and scams as part of a national scam initiative.

To enable us to perform this function data will be collected, stored and processed including personal and special information about individuals and businesses. Information will be collected from the National Trading Standards Scams Team, complaints, investigations and service requests.

This notice provides additional privacy information for:

- Businesses
- Members of the Public

It describes how we collect, use and share personal information about you:

- Before, during and after your relationship with us ends and
- The types of personal information we need to process, including information the law describes as ‘special’ because of its sensitivity.

It is important that you read this notice, together with any other privacy information so that you are aware of how and why we use your personal information.

We collect Special Information;

The law treats some types of personal information as ‘special’ because the information requires more protection due to its sensitivity. This information consists of:

- Criminal convictions and offences
- Physical or mental health

Purpose(s)

The main purposes for which we may process your personal information are:

- The prevention and detection of crime
- To intervene and protect residents from known scams
- To allow data analysis to enable an intelligence led service with priorities identified locally

- To allow intelligence sharing with enforcement partners
- To allow us to communicate with service users
- To allow public awareness of ongoing scams but without using details that can identify individuals without their express consent

Categories of personal data

In order to carry out activities and obligations as Trading Standards we may process personal information in relation to:

- Personal contact details, such as names (including previous names), title, addresses, telephone numbers and personal email addresses, and social media accounts
- Personal demographics including date of birth and gender
- Other details such financial details

We will not pass on details that could identify you to any external organisation without your consent.

Special Categories

- Offences (including alleged offences), criminal proceedings / investigations, outcomes and sentences.

The legal bases we rely on for processing your personal information are:

The legal basis for using the information:

Public task: the processing is necessary for us to perform a task in the public interest or for our official functions, and the task or function has a clear basis in law, namely the Local Government Act 2000, section 2 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.

AUTOMATED DECISION-MAKING

All the decisions we make about you involve human intervention.

COOKIES

To find out how we use cookies please [see our cookie notice](#).

DATA SHARING

In addition to the general reasons for information sharing described in the Council's primary privacy notice, we may share your information with:

- Wigan Council services
- National Trading Standards Scams Team

DATA RETENTION

We will retain your personal information for a period up to 6 years from the date of submission for the purposes of satisfying any future legal, accounting, or reporting requirements.

RIGHTS OF ACCESS, CORRECTION, ERASURE, AND RESTRICTION

- You have the right to ask for your information and there will not be a charge for you to do so. This is known as a [subject access request](#) and we act in accordance with this policy.
- To ask for your information to be corrected if it is inaccurate or incomplete.
- To ask for your information to be deleted or removed where there is no need for us to continue processing it. (right to be forgotten)
- To ask us to restrict the use of your information.
- To ask us to copy or transfer your information from one IT system to another in a safe and secure way without impacting the quality of the information.
- To object to how your information is used.
- To challenge any decisions made without human intervention (automated decision making).

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is in our view unreasonable or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

RIGHT TO WITHDRAW CONSENT AT ANYTIME

Where the legal reason for processing your personal information is based on your consent, you have the right to withdraw your consent at any time, without affecting the lawfulness of our processing prior to the withdrawal of your consent.

If you do not provide consent, we may not be able to perform the contract we have entered into with you, or we may be prevented from complying with our legal obligations as detailed above.

If you wish to withdraw consent you should contact the Trading Standards Section via email ts@wigan.gov.uk who will process your request as a matter of priority.

YOUR RIGHTS

In addition to the above you have legal rights in relation to your personal information.

You have a right to be informed about how and why your personal information is being processed. This notice fulfils that obligation.

Full details are contained within the [Council's Primary Privacy Notice](#) and should be read before consenting to this document.

To ask for access to your information you should submit a subject access request.

DATA PROTECTION OFFICER

If you wish to raise a concern or discuss any aspect of this notice please contact our [Data Protection Officer](#).

If you are unhappy with the way that we handle your concern you may complain to the [Information Commissioners Office \(ICO\)](#) at:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113

The Information Commissioners Office deals with concerns and complaints relating to data protection (GDPR) and freedom of information legislation.

CHANGES TO THIS PRIVACY NOTICE

We may update or revise this privacy notice from time to time and will provide supplementary privacy information as is necessary.