

Privacy notice for external complaints made against the FSA

The Food Standards Agency is known as the 'Controller' of the personal data provided to us.

Why we need it

We need to collect this information for the purposes of administering, processing and responding to complaints made against the FSA under its externally available complaints procedure.

Collecting this information is necessary for the performance of a task carried out in the exercise of official authority vested in us or in the public interest. We will not collect any personal data from you which we do not need.

A failure to provide the information could result in we being unable to progress a complaint case brought against the FSA.

What we do with it

We retain personal information only for as long as necessary to carry out these functions, and in line with our retention policy. This means that this information will be retained for three years after case closure (where the case reaches up to and including 'Stage One' of our complaints procedure) or five years (where the case reaches 'Stage Two' of our complaints procedure, is referred to the Parliamentary and Health Service Ombudsman or is considered to be precedent setting).

All the personal data we process is located on servers within the European Union. Our cloud based services have been procured through the government framework agreements and these services have been assessed against the national cyber security centre cloud security principles.

No third parties have access to your personal data unless the law allows them to do so. In line with this commitment your information may be passed to the Parliamentary and Health Service Ombudsman.

Your rights

You have a right to see the information we hold on you by making a request in writing to the email address below. If at any point you believe the information we process on you is incorrect you can request to have it corrected. If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer who will investigate the matter.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office (ICO).

Team contacts

Information Knowledge Management

Team contact

informationmanagement@food.gov.uk