

Privacy notice for correspondence regarding policies on food and feed hygiene, safety and standards

Why we need it

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

We need to collect this information for the purpose of responding to enquiries made by the public, businesses and civil society organisations about policies relating to food and feed hygiene, safety and standards.

Collecting this information is necessary for the performance of a task carried out 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 respond to an enquiry made to the FSA.

What we do with it

We retain personal information only for as long as necessary to carry out the abovementioned function, and in line with our retention policy. This means that this information will be retained for seven years from receipt unless otherwise stated.

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