

Competition Commission Information Charter

The Competition Commission (CC) has published the following charter to set out the standards that people can expect from the CC when it requests or holds their personal information, how members of the public can get access to their personal data and what they can do if they do not think that the standards are being met.

The CC may need to handle personal information in order to conduct our inquiries into mergers and markets (for example, we may need to obtain customer lists to conduct consumer surveys or for surveys to be carried out on our behalf); so that we can consult you about your views relating to our inquiries and so that we can seek your views on our policy consultations and inform you about our publications and events. Internally, the CC may need to hold personal information about its staff and members in order to carry out its business. This is how we look after that information.

When we ask you for personal information we promise:

- To make sure you know why we need it;
- To only ask for what we need, and not to collect too much or irrelevant information.

In return, we ask you to:

- Give us accurate information; and
- Tell us as soon as possible if there are any changes, such as a new address.

This helps us to keep your information reliable and up to date.

When we handle your personal information (whether we get it from you or from someone else who is authorised to give it to us) we promise:

- To protect it and make sure nobody has access to it who shouldn't;
- To make sure we don't keep it longer than necessary; and
- Not to make your personal information available for commercial use without your permission.
- Where we use a third party to process data on our behalf (eg: to conduct a survey for an inquiry) to ensure that the third party is aware of and committed to complying with those standards.

You can get more details on:

- How to find out what information we hold about you and how to ask us to correct any mistakes;
- Agreements we have with other organisations for sharing information;
- Circumstances where we can pass on your personal information without telling you, for example to prevent and detect crime or to produce anonymised statistics ;
- Our instructions to staff on how to collect, use and delete your personal information;
- How we check the information we hold is accurate and up to date; and
- How to make a complaint.

FOR MORE INFORMATION, PLEASE CONTACT: Gail Scott, tel: 0207 271 0145 gail.scott@cc.gsi.gov.uk

FOR CC STAFF AND MEMBERS, PLEASE CONTACT: Katie Stone (HR), tel: 0207 271 0176 katie.stone@cc.gsi.gov.uk

Complaints procedure

If you are dissatisfied with the CC's response to your request for information you may discuss the decision with the official who dealt with your request. However, if this informal discussion does not resolve your complaint, you may submit your complaint in writing to the CC's Chief Executive, either by e-mail to david.saunders@competition-commission.gsi.gov.uk or by post to the following address:

Chief Executive
Competition Commission
Victoria House, Southampton Row
London WC1B 4AD

The Chief Executive will consider your complaint, and will confirm, reverse or amend the decision. He will advise you in writing of the outcome of your complaint.

When we ask you for information, we will keep to the law, including the Data Protection Act 1998. For independent advice about data protection, privacy and data-sharing issues, you can contact the Information Commission at: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Tel: 08456 30 60 60 or 01625 54 57 45
Fax: 01625 524510
Website: www.ico.gov.uk