

DEVELOPMENT OF THE ONLINE REGISTRATION FORM 'REGISTER A FOOD BUSINESS' (RAFB)

FEEDBACK FROM FOOD BUSINESS OPERATORS

Privacy Notice

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

What information do we hold?

The personal information we hold on you consists of your contact details: name, address, business type, outward code (postcode area) telephone number and email address.

Where we get this information from?

The FSA obtains this information from your online food business registration.

Why we need it

We need to collect this information so that the FSA and /or a researcher on behalf of the FSA, can contact you via email or telephone for feedback in order to further online registration service. You have consented to provide this information to us but are able to withdraw your consent at any time by getting in touch with us.

What we do with it

Your personal details will only be used for development of the online registration service (RAFB) and not shared with any third parties except where external researchers are carrying out work on behalf of the FSA.

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 for the purposes of obtaining feedback on the service, we will retain your personal data for 12 months.

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.

If you decide that you no longer wish to be contacted about the online service (RAFB) please send an email including your name and contact details of the food business to futuredelivery@food.gov.uk

What are 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).

Our Data Protection Officer at the FSA is the Information Management and Security Team Leader who can be contacted at the following email address:

informationmanagement@food.gov.uk