

Privacy Notice for the DRCF AI and Digital Hub

1. General Information

This privacy notice (the "Privacy Notice") describes how your personal information is collected and used for the purposes of responding to queries submitted to the Digital Regulation Cooperation Forum ("DRCF") AI and Digital Hub and in accordance with the UK GDPR and Data Protection Act 2018. Unless otherwise defined, the terms used in this Privacy Notice shall be interpreted in accordance with these applicable laws.

The Privacy Notice should be read in conjunction with the Cookies Policy for the DRCF which can be found [here](#).

2. Data Controllers

The DRCF is a voluntary forum comprising of the following four member regulators, who are joint controllers for the processing of personal information in relation to the DRCF AI and Digital Hub:

- The Competition and Markets Authority (CMA)
- The Financial Conduct Authority (FCA)
- The Information Commissioner (ICO)
- Office of Communications (Ofcom)

The DRCF website is hosted by Ofcom and complies with Ofcom's data protection and information security standards.

In the Privacy Notice, we refer to the DRCF member regulators collectively as "the Controllers" or "we", as applicable.

3. Contact Details for the Data Controllers and their Data Protection Officers (DPO)

CMA

Competition and Markets Authority
The Cabot
25 Cabot Square
London
E14 4QZ
United Kingdom

The CMA's DPO can be contacted at:

Email dpo@cma.gov.uk

Telephone: 020 3738 6000

FCA

12 Endeavour Square

London

E20 1JN

Telephone: 0800 111 6768 (freephone), 0300 500 8082 (from the UK), +44 207 066 1000 (from abroad)

The FCA's DPO can be contacted at:

dataprotection-individualsrightsrequests@fca.org.uk

ICO

The Information Commissioner

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone: 0303 123 1113

Fax: 01625 524510

The ICO's DPO can be contacted at:

The ICO Data Protection Officer is Louise Byers. She may be contacted via this [online form](#) or via the ICO [postal address](#). Please mark the envelope "Data Protection Officer"

Ofcom

Ofcom

Riverside House

2a Southwark Bridge Road

London

SE1 9HA

Ofcom's DPO can be contacted at:

Telephone: 020 7981 3000

Email: corporationsecretary@ofcom.org.uk

4. The personal information we collect and purposes of processing

When you contact us to make an enquiry through the DRCF Digital and AI Hub, we will collect the information provided for the purpose of processing your query and providing you with an answer. This will include the processing, where necessary, of any personal information provided (e.g. contact names, email addresses and any other relevant contact details).

We may publish information relevant to your question on our website, as well as our answer. Before we do this, we will consult you on the proposed publication. If you do not consent to the publication of any personal information or information identifying your business, we will remove this information from the proposed publication.

The website for the DRCF Digital and AI Hub collects information that your browser sends whenever you visit the site ("Log Data"). This Log Data may include information such as your computer's Internet Protocol ("IP") address, browser type, browser version, the pages of our Site that you visit, the time and date of your visit, the time spent on those pages and other statistics. In addition, we may use third party services, such as Google Analytics, that collect, monitor and analyse this.

We use Google Analytics to understand how many visitors are viewing the site. This information is shared in an aggregate format with the Controllers.

We use Microsoft Forms for receiving applications to the DRCF AI and Digital Hub.

5. Lawful bases for processing

The lawful basis we rely on as Controllers to process your personal information is Article 6(1)(e) of the UK GDPR, which allows us to process personal information when this is necessary for us to perform our public tasks as regulators.

If the information you provide to us in relation to your enquiry contains special category data, such as health, religious or ethnic information the lawful basis we rely on to process it is Article 9(2)(g) of the UK GDPR, which also relates to our public task and the safeguarding of your fundamental rights and Schedule 1 Part 2(6) of the DPA 2018 which relates to statutory and government purposes.

6. How we store your personal information

Your personal information is securely stored. The Controllers have each put in place appropriate technical and organisational measures to protect your personal information and to prevent any unauthorised or unlawful processing and any accidental loss, destruction or damage to it.

7. How long we keep your personal information

The Controllers will keep the personal data processed for the purposes of the DRCF Digital and AI Hub for 6 years.

8. Sharing your information

We will not share your personal information with any third parties for the purposes of direct marketing.

We, the Controllers, use data processors who are third parties to provide elements of services for us. Each Controller has put in place contracts with any data processors used. This means that those data processors cannot do anything with your personal information unless the Controllers have instructed them to do it. They will not share your personal information with any organisation apart from us. They will hold it securely and retain it for the period we instruct.

In some circumstances individual Controllers may be legally obliged to share information (e.g. under a court order). Information will only be shared when a Controller is satisfied that there is a lawful basis on which to share the information and decision-making will be documented.

Each Controller is a public authority for the purposes of the Freedom of Information Act 2000. In light of this, any of the Controllers may receive information requests under Section 1 of the Freedom of Information Act 2000. Requests will be considered by each Controller on a case-by-case basis and your personal information will only be disclosed where the relevant Controller is legally required to do so.

As the DRCF is not a legal entity and each Controller is independently subject to the Freedom of Information Act 2000, please submit your request to the Controller you believe is most likely to hold the information.

9. Sharing personal information overseas

When it is necessary for a Controller to transfer your personal information outside of the UK this will only be done in accordance with the UK GDPR.

10. Your data protection rights

Under data protection law, you have rights including:

Your right of access—You have the right to ask us for copies of your personal information.

Your right to rectification—You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure—You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing—You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing—You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability—You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

11. Request to exercise your data subject rights

If you wish to exercise the above rights and/or manage your information, please contact AIHubDRCF@ico.org.uk. For the purposes of the DRCF AI and Digital Hub, the ICO is responsible for managing the inbox. Any emails received to this inbox will be handled by the ICO in the first instance. The ICO will share your email with each Controller for the purpose of responding to your request.

If your request relates only to the personal data held by the DRCF AI and Digital Hub, you may receive a response from AIHubDRCF@ico.org.uk. If your request is broader in scope, you may receive a response from all four Controllers.

12. Request a service adjustment

As each Controller is a public authority and a provider of services to the public, we have a legal duty to comply with the Equality Act 2010.

This means that we must make service adjustments for anyone with a disability who contacts us in any capacity, to eliminate any barriers to accessing our services. Our lawful basis for processing this information is article 6(1)(c) of the UK GDPR as we have a legal obligation to provide this. Our processing of special category data, such as health information you give us, will be based on article 9(2)(a), which means we need your consent.

We will create a record of your adjustment requirements. This will consist of your name, contact details and type of adjustment required, along with a brief description of why it is required. Relevant staff can access this to ensure they are communicating with you in the required way. This information will be securely stored and retained in accordance with the DRCF AI and Digital Hub Retention Schedule (see Section 7).

Please note that as your consent will be required to process your special category data, you have a right to withdraw your consent at any time.

To request a service adjustment, please contact AIHubDRCF@ico.org.uk.

13. Your right to complain

If you have any queries or concerns when it comes to the processing of your personal information, please contact AIHubDRCF@ico.org.uk.

If you remain dissatisfied you can make a complaint about the way your personal information has been processed, to the ICO as the UK supervisory authority [here](#).

Complaints will be handed in the same way as a complaint about any other organisation.

14. Changes to this Privacy Notice

We keep the Privacy Notice under regular review to make sure it is up to date and accurate.

We will record any updates on this page as soon as practicably possible.