

Privacy Notice for Trading Standards

September 2026



Trading Standards

Our core data protection obligations and commitments are set out in the [council's primary privacy notice](#) at www.bolton.gov.uk

Trading Standards forms part of Bolton Council's wider Regulatory Services function, which is responsible for protecting consumers, businesses, communities and the wider public through a range of regulatory, enforcement and public protection activities.

This Privacy Notice provides information about how the Trading Standards Service collects, uses, stores and shares personal information in carrying out its statutory duties.

This notice applies to:

- Consumers who contact or engage with Trading Standards.
- Traders, businesses and individuals who are the subject of enquiries, inspections or investigations.
- Witnesses, complainants and other parties involved in Trading Standards activities.
- Partner organisations working with Bolton Council.

It explains:

- What personal information we collect and use.
- Why we collect and use it.
- The lawful basis for processing.
- Who we may receive information from and share information with.
- How long information is retained.
- Your rights under data protection law.

It is important that you read this notice alongside the Council's Primary Privacy Notice and any other privacy information we may provide where appropriate.

The information collected and processed will vary depending on the nature of the service, enquiry or investigation.

Purpose(s)

Trading Standards collects and processes personal information to carry out its statutory enforcement, regulatory and public protection functions.

This includes:

- Investigating complaints and enquiries relating to consumer protection, unfair trading practices, product safety, food standards, animal health, underage sales, intellectual property offences, scams, fraud, and weights and measures legislation.
- Recording, assessing and managing reports of suspected breaches of legislation enforced by Trading Standards.

- Conducting inspections, audits, visits, compliance checks and enforcement activities.
- Protecting consumers, businesses and the wider public from unlawful trading activities, fraud and unsafe products.
- Gathering intelligence and evidence to support investigations.
- Conducting overt and covert investigations, including test purchasing, online investigations and other lawful enforcement activities where appropriate.
- Preventing, detecting and investigating crime and fraud.
- Taking formal enforcement action, including warnings, cautions, civil sanctions, prosecutions and other legal proceedings.
- Providing advice, guidance and support to consumers and businesses.
- Maintaining records of complaints, investigations, inspections, intelligence and enforcement actions.
- Sharing information with partner organisations, regulators, government departments and law enforcement agencies where lawful and necessary.
- Monitoring, reviewing and improving the effectiveness of Trading Standards services.
- Complying with statutory duties, legal obligations and regulatory requirements.

Categories of personal data

To carry out its statutory functions, Trading Standards may process the following categories of personal information:

- Name.
- Date of birth.
- Home and business address.
- Telephone number.
- Email address.
- Social media account details and publicly available online information.
- Gender.
- National Insurance number (where necessary to establish identity, investigate offences or support legal proceedings).
- Vehicle ownership and registration details.
- Property ownership information.
- Financial information, including bank details and transaction information relevant to complaints or investigations.
- Employment information.
- Evidence of entitlement to work in the UK where relevant to an investigation.
- Photographs, CCTV images, body-worn video or other visual evidence.
- Statements, correspondence and records relating to complaints, inspections or investigations.

Special Category Data

In some circumstances, Trading Standards may process special category personal data where it is necessary for the exercise of our statutory functions and public protection duties. This may include:

- Health or disability information.
- Racial or ethnic origin.
- Religious or philosophical beliefs.
- Information relating to vulnerable individuals.
- Other sensitive information relevant to an investigation, safeguarding concern or enforcement action.

We will only process special category data where there is an appropriate legal basis under Article 9 UK GDPR and the Data Protection Act 2018.

Criminal Offence Data

Trading Standards may process information relating to alleged offences, criminal investigations, prosecutions, cautions and convictions where necessary for the prevention and detection of crime, public protection and the exercise of statutory enforcement functions.

Such processing is carried out in accordance with the Data Protection Act 2018, including the relevant conditions set out in Schedule 1.

Lawful basis for processing

Trading Standards processes personal information to carry out its statutory enforcement, regulatory and public protection responsibilities. The lawful bases relied upon are:

Article 6(1)(e) where processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Council.

Article 6(1)(c) where processing is necessary for compliance with a legal obligation.

Where special category personal data is processed, Trading Standards relies upon: **Article 9(2)(g)**; Substantial public interest and relevant conditions contained within Schedule 1 of the Data Protection Act 2018.

Where criminal offence data is processed, Trading Standards relies on the relevant provisions of Schedule 1, Part 2 of the Data Protection Act 2018, including conditions relating to statutory and governmental purposes and the prevention or detection of unlawful acts.

Trading Standards may process personal information under powers and duties contained within legislation including, but not limited to:

- Consumer Rights Act 2015.

- Consumer Protection from Unfair Trading Regulations 2008.
- Consumer Protection Act 1987.
- Business Protection from Misleading Marketing Regulations 2008.
- Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.
- Trademarks Act 1994.
- Food Safety Act 1990.
- Food Information Regulations 2014.
- Weights and Measures Act 1985.
- Fraud Act 2006.
- Enterprise Act 2002.
- Regulatory Enforcement and Sanctions Act 2008.
- Licensing Act 2003 (where applicable).
- Animal Health Act 1981 (where applicable).
- Tobacco Products (Traceability and Security Features) Regulations 2019.
- Tobacco Products (Traceability and Security Features) (Amendment) Regulations 2023.
- Any other legislation that Trading Standards is responsible for enforcing.

Information We Receive and Share

To carry out our statutory enforcement, regulatory and public protection functions, Trading Standards may obtain personal information from, and where lawful and necessary share personal information with:

- Individuals who contact the service, including complainants, witnesses and members of the public.
- Traders, businesses and their representatives.
- Citizens Advice Consumer Service.
- Other local authority Trading Standards Services.
- National Trading Standards.
- Greater Manchester Police and other police forces.
- HM Revenue & Customs (HMRC).
- National Crime Agency (NCA).
- Department for Work and Pensions (DWP).
- National Anti-Fraud Network (NAFN)
- Insolvency Service.
- Environment Agency.
- Action Fraud.
- Government departments and agencies.
- Regulatory and enforcement bodies.
- Courts and prosecuting authorities.
- Other local authorities.
- Council departments, including Legal Services, Licensing, Environmental Health, Council Tax and other relevant services.
- Companies House and other public registers.
- Online marketplaces, websites and social media platforms.
- Approved intelligence-sharing systems used for regulatory and enforcement purposes.

- Other organisations involved in preventing and detecting crime, protecting consumers, safeguarding vulnerable individuals, or enforcing legislation.

We may also obtain information from publicly available sources where this is relevant and lawful.

Information will only be shared where there is a lawful basis to do so and where it is necessary and proportionate for the purposes of carrying out Trading Standards functions, preventing or detecting crime, protecting the public, complying with legal obligations, or exercising statutory powers.

This list is not exhaustive and information may be shared with or obtained from other organisations where permitted by law.

Automated Decisions

Trading Standards does not make decisions about individuals based solely on automated processing. All decisions involve meaningful human review and intervention.

Data retention/criteria

We will retain personal information only for as long as necessary to fulfil the purposes for which it was collected.

Retention periods are determined in accordance with the Council's Retention Schedule, statutory requirements, evidential needs, limitation periods and regulatory obligations.

Different retention periods may apply depending on the nature of the complaint, investigation, intelligence record, inspection or enforcement activity.

At the end of the applicable retention period, information will be securely deleted or destroyed unless there is a lawful reason to retain it for longer.

Rights of individuals

You have certain rights in relation to the council's use of your personal information.

To find out more about how these rights apply in particular circumstances, please refer to our [Guide to exercising your rights](#) which includes information about how to:

- exercise your rights
- contact our Data Protection Officer
- raise a concern with us

- make a complaint to the Information Commissioners Office (ICO)

If you wish to exercise your rights or to raise a concern about the handling of your personal information by the council, please [contact the Council's Data Protection Officer](#).

You also have the right to complain to the [Information Commissioner's Office](#) if you are unhappy about how we process your information. The ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or by telephone: 0303 123 1113

Updates to Privacy Notice

We may update or revise this Privacy Notice from time to time and provide supplementary privacy information as is necessary to the Council's current workforce. If you are reading this as a printed copy, please refer to www.bolton.gov.uk for the most up to **date** version