

## ICPEN Website Privacy Notice

Last update: 14/8/25

### ICPEN is the International Consumer Protection and Enforcement Network

This Privacy Notice provides information about how the International Consumer Protection and Enforcement Network (ICPEN) (“we,” “us,” or “our” for short) processes and protects personal information we obtain about membership applicants and visitors to our website. ICPEN is a membership organisation consisting of consumer protection law enforcement authorities from across the globe.

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### Who is the Data Controller

All member and partner agencies of ICPEN (“members”) are joint Data Controllers of the data collected through this website. A list of the member agencies can be found [here](#).

The ICPEN website is maintained by the Competition and Markets Authority (CMA), the national consumer protection authority of the UK. CMA’s privacy policy can be viewed [here](#). The website is hosted by a third party Big Blue Door on behalf of the CMA. You can read their privacy policy [here](#).

## What we do and why we process personal data

ICPEN aims to enable its members to have a greater impact with their consumer laws and regulations by encouraging cooperation between agencies. The mandate of ICPEN is to share information about cross-border commercial activities that may affect consumer interests and to encourage international cooperation and collaboration among consumer law enforcement agencies in this scope.

We collect and use personal information about individuals involved in ICPEN work for the purposes of running our network. More information about what we do is available [here](#).

For detailed information about the statutory functions of each of the member agencies, please visit their individual websites provided here [Member directory | ICPEN](#).

## What information we collect about you and why

### Information we collect directly from you

Information about individuals is called ‘personal data’, as defined in the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018 (DPA 2018). Personal data is information about living individuals who can be identified from it. It is not information about organisations or companies. It includes voice recordings, photographs, CCTV images, and online identifiers.

Collecting, using, and sharing personal data is called ‘processing’. Anything at all that we do to, or with, personal data, including deleting it, or just viewing it, is processing.

We only collect the personal information voluntarily provided by you via email when submitting a query to us through the contact us link on the website:

- Name
- Email
- Any personal information you include in your email

\*We advise that you do not include any other personal or sensitive information in your email unless explicitly requested by us.

The emails are monitored by the ICPEN secretariat, with a different ICPEN agency taking on this role every three to four years. The current secretariat details are available at: [Secretariat | ICPEN](#).

## Information we collect via cookies

When you visit the ICPEN website, we collect some temporary, non-identifiable information about your visit to help us improve navigation on our site or investigate disruption of service attacks. For details, please see the [cookies policy](#).

You can manage your cookies preferences by clicking on the website pop up.

## Why we use personal data & lawful basis

We collect and use your personal data to respond to your query submitted via email through the 'contact us' link on the website. If you apply to be a member, the information you provide will be used by the Network to determine your eligibility for membership and enable your access and participation in the Network. All data collected for these purposes is provided on voluntary basis.

Our lawful basis for processing your personal data collected directly from you is Public Task.

## How long we retain your personal data

The CMA will retain your personal data only for as long as we have a legal basis to do so and only for as long as is necessary. Other member agencies will also retain your personal information as per their retention policies and procedures. You may find further information on their individual websites provided [here](#).

## Data Sharing & International Data Transfers

All information collected via website will be made available to all members.

The information included in your query via email will be made available to selected members of the network to contribute to the response. If you apply to be a member, your information will be shared with the office bearers (Presidency, secretariat and webmaster) and the Advisory Group.

The information collected via cookies is stored and processed by the supplier Big Blue Door which hosts the website in the UK. Competition and Markets Authority, UK have signed an agreement with the supplier which includes data protection obligations of the supplier.

## Data Security

All information collected via the website is protected by the appropriate security measures in line with the requirements under the UK GDPR and DPA 2018.

The ICPEN email is hosted by the current ICPEN secretariat. The details of the secretariat are available at [Secretariat | ICPEN](#).

The ICPEN website is hosted in the UK by the supplier Big Blue Door on behalf of the CMA. Please see their privacy policy for the information related to their security provisions.

### External Links and Websites

When you visit any external links provided on this website, including those of the member agencies, they will be processing your data as per their privacy policy and/or applicable privacy regulations.

## Data Subject Rights

You have certain rights in relation to your personal data under UK GDPR and DPA 2018 as set out below. You can contact us using the details set out below (see “Contact Us”) if you would like to request to exercise any of these rights:

- Right to access
- Right to rectification
- Right to erasure
- Right to object to processing of your data
- Right to restrict processing of your data
- Right to data portability
- Rights related to automated decision-making
- Right to withdraw consent

Withdrawing your consent will not affect the lawfulness of any processing that we carried out before the withdrawal (or any processing we carry out on a lawful basis other than consent).

You can make a request by writing to [dpo@cma.gov.uk](mailto:dpo@cma.gov.uk). We respond to all such requests that we receive in accordance with statutory timeframes. Note that you may be asked to provide identify verification documents.

For details of the data subject rights, please see the [guidance by the Information Commissioner’s Office, UK](#).

## Complaints

If you are unhappy with the way we are collecting, using, sharing, or in any way handling your personal data, or with how we have dealt with any of your requests or rights relating to your personal data, you can contact us using the details provided below. You also have a right to complain to the Information Commissioner's Office at:

Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF

[casework@ico.org.uk](mailto:casework@ico.org.uk)

0303 123 1113

You also have the right to ask a court to consider whether we are dealing properly with your personal data and your rights relating to it.

## Contact Us

Competition and Markets Authority, UK is the website host and administrator. For any queries related to the website or the privacy policy, please contact the CMA at [ICPENwebmaster@cma.gov.uk](mailto:ICPENwebmaster@cma.gov.uk).

The CMA have appointed a Data Protection Officer supported by the data protection team. For any requests related to Data Subject Rights or queries about data protection, you can contact them at:

### Data Protection Office

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

Email: [dpo@cma.gov.uk](mailto:dpo@cma.gov.uk)

Tel: 020 3738 6000