

Communications Consumer Panel Data Protection Statement, May 2018

Who are we?

The Communications Consumer Panel ('the Panel') consists of eight independent experts who work to protect and promote people's interests in the communications sector. The Panel was established under the Communications Act 2003 as the policy advisory body on consumer interests in telecommunications, broadcasting (excluding content issues) and spectrum markets. The Panel carries out research, provides advice and encourages Ofcom, Governments, the EU, industry and others to look at issues through the eyes of consumers (both individuals and micro businesses) and citizens. The Panel Members also perform the functions of Ofcom's Advisory Committee on Older and Disabled People ('ACOD'). The Panel is supported by a small team of colleagues ('the Panel's team') who form part of the resource that Ofcom is required to provide to run the Panel.

Why might we hold your personal information and how will it be stored?

We (the Panel and its team) will only hold your personal information if you have given it to us, or if it is in the public domain, or in the context of the recruitment and appointment of Panel members and supporting staff (see further below).

Ofcom has put in place appropriate technical and organisational measures to protect your personal data and to prevent any unauthorised or unlawful processing and any accidental loss, destruction or damage to it. For further information see Ofcom's General Privacy Statement: "How will Ofcom keep my personal data secure?".

Bulletins and stakeholder updates

The Panel publishes [a monthly bulletin](#) providing a round-up of its activities and current issues affecting individuals and micro businesses in the communications market. We send these by email to people who subscribe. We have previously also sent them to people who have interests that are similar to the Panel's work, for example, those who have previously met a Panel Member at an event. The personal information we hold on our subscriber lists is limited to, at most, your name, title, email address and organisation. Our third-party provider (Campaign Monitor) uses a tracking mechanism so we can monitor and improve the emails we send to you. This involves attaching a piece of code to each email which is sent through Campaign Monitor's servers.

In May 2018, we will be sending an email to subscribers, to check that they still want to subscribe. If you choose not to re-subscribe your details will be deleted from Campaign Monitor's subscriber lists.



You can unsubscribe from receiving bulletins at any time by clicking the link in the email, or writing to us at contact@communicationsconsumerpanel.org.uk

Recruitment

If you apply for a role with the Communications Consumer Panel (as a Panel Member or a member of the team that supports the Panel) the personal information you send us is likely to be seen by the following during the selection and appointment process:

CV and application form and information on potential conflicts of interest:

- Administrators of Ofcom's recruitment portal and other recruiters' application portals, depending on how you apply for the role;
- The Panel's team;
- Selection panel members, which may include the Chair of the Communications Consumer Panel and a Panel Member, and an independent selection panel member
- The Ofcom Board and DCMS officials (only if you are applying for a role as a Panel Member and have attended an interview).

If you are successfully appointed, the payroll and contact information you provide will be held in a restricted area in Ofcom's secure systems.

Equal Opportunities information

In the interests of monitoring and promoting equality and diversity, the Panel aims to collect personal data on applicants' *gender, marital status, age, ethnicity, disability or health condition, sexual orientation and religion or belief*. You may choose *not* to provide this information. This will not affect whether you are appointed or retained. This information will be collected by members of the Panel's team who are not involved in the selection process, or via the Ofcom recruitment portal, separately from your application form and CV. If you are appointed, we may ask you later on if anything has changed.

Information you send us is held in restricted areas of Ofcom's systems. We will only share aggregated, anonymised data with other parties.

How long will we keep your personal information for?

If you subscribe to Panel bulletins and updates we will only hold your information for as long as you continue to subscribe. Regarding application and employment information, we will determine the period for which we need to keep your personal data having regard to the reasons and purposes for which it was collected, our statutory duties and other legal obligations. We will retain employment information for a period of 6 years after you have left Ofcom We will remove your personal data from our systems once it is no longer required.



Would you like us to update or delete your information?

If you believe that your personal information may be held by the Panel and its team and you would like the information to be updated or removed, please contact Jenny Borritt at contact@communicationsconsumerpanel.org.uk The email mailbox is protected by Ofcom's information security systems and is accessed by members of the Panel's team only.