

PRIVACY POLICY

Fijian Competition and Consumer Commission (**FCCC**) is committed to protecting the privacy of your personal information.

This **Privacy Policy** is designed to inform you about the type of information we collect from you, how we handle that information, including how we use, disclose and store it and the rights you have in relation to it.

Please ensure that you read this **Privacy Policy** in its entirety before submitting personal information to us.

What do we mean by personal information?

Personal information means data relating to you from which you can be reasonably identified, such as (including but not limited to) your name and contact details, including email, postal and telephone number. It may also include information about how you use our websites and mobile applications. We recognise that your personal information is valuable, and we process it in accordance with applicable data protection laws.

Information you provide to us and your opinion on something, for example when making a complaint, submission, general enquiry or assisting us with our inquiries or investigations, may also be your personal information.

What personal information is collected?

FCCC may collect personal information about you when you interact with us. Generally, the types of personal information collected by FCCC include (but not limited to):

- your identity, name, date of birth, gender, passport or other identification details and photograph; and
- your contact details, including email address, residential address, postal address and telephone number.

Why we collect personal information?

We collect your personal information for a variety of purposes and on different legal grounds. Most of the time, we collect your personal information to (including but not limited to):

Within FCCC

- we use consumer information to further our law enforcement investigations.

To other government agencies or relevant authorities (local & international)

- we work with our partners to investigate complaints, coordinate law enforcement investigations, cooperate with investigations conducted by other agencies, etc.

We also collect your personal information to comply with legal, audit, reporting, record-keeping, investigation requirements and for operational and regulatory compliance purposes.

What if I don't want to share my personal information with FCCC?

If you do not wish to provide FCCC with your personal information, you may contact us anonymously. By remaining anonymous, we may be limited in our ability to respond to or make further enquiries regarding your complaint, submission or enquiry with us.

Information we automatically collect about you:

When you visit our websites and your browser or other applications on your device interact with it, we will automatically collect information about your interaction with our websites such as your IP address, traffic data, clickstream information, time stamp, location data, web logs, other communication data and the resources that you access. We automatically collect data about your use of our websites using various technologies such as cookies, web logs and beacons, as described below. This information allow us to:

- ensure content from our websites is presented in the most effective manner for you and your device and to make improvements to our websites;
- recognise you when you return to our websites and to record your use of the websites;
- as part of our efforts to keep our websites secure;
- administer and maintain our websites by conducting testing and solving errors; and
- analyse your and other users' use of the websites in order to create anonymised and aggregated research or statistics from time to time. Once your personal information has been anonymised and aggregated with that of other users, we will no longer be able to identify you or anyone else from the combined information.

We will use your personal information in this way because it is in our legitimate interests to determine how you may be viewing and using our websites so that we can operate it effectively and improve it.

Cookies

Our websites use cookies, small data files containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server. We use cookies to enhance your use of our websites and/or services and to monitor your activity during your visit(s) to our websites. By continuing to use our websites you consent to our use of cookies as explained in this Privacy Policy.

Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies.

When you use our websites for the first time, cookies which are essential to make our websites operate ("essential cookies") will be set but other cookies will not be set unless you agreed to those cookies being set at that time. If you have agreed to accept cookies then our websites will remember this and continue to set cookies each time you visit.

Some cookies are deleted when you close your browser. These are known as session cookies. Others remain on your device until they expire or you delete them. These are known as persistent cookies and enable us to remember things about you as a returning visitor. If you do not want cookies to be stored, then you may turn off certain cookies listed below individually or you can select the appropriate options on your web browser to delete some or all cookies. Please note, however, that if you block some or all cookies (including essential cookies) you may not be able to use or access all or parts of our websites, such as being able to log on to member specific areas.

If you would like to disable cookies, you can set your web browser to reject cookies. However, if you disable the cookie function, you may not be able to access or receive all the information contained on our websites. How to alter your cookie setting will depend on the type of browser you use. We have provided examples of how to disable cookies on the most popular browsers below:

Microsoft Internet Explorer

- choose the “tools” menu then “Internet Options”.
- click on the “privacy” tab; and
- select the appropriate setting.

Mozilla Firefox:

- choose the “tools” menu then “Options”;
- click on the “privacy” menu then “Options”;
- click on the “privacy” icon; and
- find the “cookie” menu and select the relevant options.

Please note that Google and other third parties (including, for example, advertising networks and providers of external services like web traffic analysis services) may also use cookies as a result of you visiting other websites, over which we have no control.

How long do we keep personal information?

We will keep your information for as long as we need it for the purpose it is being processed for. We will actively review the information we hold and delete it securely, or in some cases anonymise it, when there is no longer a legal, business or customer need for it to be retained. We may retain a record of the existence of our relationship with you, to the extent that and for so long as we are required to do so by law. For example, if you have contacted us to ask for the processing of your personal information to be erased, we will retain a record of your request in order to ensure that we comply with your wishes.

Your Rights

With respect to the personal information that we collect about you, you have the right to (including but not limited to):

- request access to that personal information;
- receive a copy of the personal information that you have provided to us in a structured commonly used format so that you can share it with others;
- where personal information is inaccurate or incomplete, ask for personal information to be rectified or completed;
- request the transfer of your personal information to another party; or
- ask that personal information be erased.

When you contact us to exercise the above rights, we may ask for further information from you, to confirm your identity, as we take the protection of your personal information seriously.

How personal information is collected

Your personal information may be collected through various means, either directly from you or from third parties.

We may only solicit and collect personal information:

- for a lawful purpose that is reasonably necessary for, or directly related to, one or more of our functions or activities; or
- by lawful and fair means.

From a third party

FCCC may receive personal information about you from a third party.

The personal information provided by third parties in these circumstances is often your name and contact details, but it could also include an opinion about you.

If FCCC receives personal information about you from a third party, and this information is relevant to our work, we will take reasonable steps in the circumstances to notify you of certain matters concerning that collection. However, please note that in some circumstances, it may be reasonable for us **not** to notify you.

Providing us with personal information about a third party

If you choose to provide us with the personal information of a third party, please ensure you have the consent of the individual concerned before sharing it with us.

How personal information is used and disclosed

FCCC can only use or disclose personal information for the particular purpose for which it was collected, unless one of the following applies:

- we obtain the individual's consent to use personal information for a different purpose (that is, a secondary purpose);
- the individual would reasonably expect us to use or disclose their personal information for a secondary purpose, and that purpose is related to the primary purpose of collecting (or, for sensitive information, directly related to the primary purpose) the personal information;
- the secondary use or disclosure is required or authorised by or under Fijian laws or a court/tribunal order;
- FCCC reasonably believes that the secondary use or disclosure is reasonably necessary:
 - for one or more enforcement related activities conducted by, or on behalf of, an enforcement body;
 - to be disclosed to another relevant authority for any reason that FCCC deems fit

Disclosure of personal information

We do not sell personal information to third parties. However, we may share your personal information with others to confirm your identity, to respond to your query, or to manage our operations and provide services to you. By providing us with your personal information you agree to the following disclosures:

- We may check your personal information by searching for your name and that of your business in publicly available and private databases of businesses and individuals, which will use the details entered by us to provide us with the search results.
- We may disclose your personal information to the following (included but not limited to) selected third party such as:
 - Professional advisors:

- relevant authorities;
- courts and tribunals;
- external service providers who we engage to assist us with our functions. (including but not limited to, external lawyer, economic advisor, auditor, etc)
- experts;
- foreign law enforcement agency;
- other government agencies;
- the public, if the personal information is required to be published in a register that can be searched by the public;
- ministers and parliamentary committees; and
- any other third party that FCCC deems fit to assist with our functions.

Except as provided in this policy, we will not provide your personal information to third parties.

How personal information is stored

FCCC will take reasonable steps to protect personal information we hold from misuse, interference and loss, as well as unauthorised access, modification or disclosure.

All consumer information is subject to access restrictions. We have in place policies and information protection procedures, including but not limited to:

- physical secure file storage;
- password protection of electronic databases (where applicable);
- the provision of secure rooms;
- electronic information 'firewalls' between divisions; and
- the provision of information to staff on a 'need to know' basis.

FCCC staff and professional advisors are subject to several general prohibitions on making an unauthorised disclosure of information.

Amendments to this Privacy Policy

We may update this policy from time to time to reflect any changes in our practices, services and legal obligations by publishing a new version on our website.

Your continued use of our websites and services following the effective date of a change to this Privacy Policy signifies your acceptance and agreement to the terms of the revised Privacy Policy. We encourage you to check this page periodically to determine the current terms. The Privacy Policy has been revised at the "Last Updated" date displayed at the top of this Privacy Policy.

Ownership and Contact details

This website is owned and operated by Fijian Competition and Consumer Commission.

If you have any questions on our Privacy Policy or any concerns about the ways in which we protect your personal information, please contact us by email at dataprotection@fcc.gov.fj.