

Montserrat Government UK Office

Privacy Policy

Our contact details

Name: Janice Panton

Address: Montserrat Government UK Office

52 Grosvenor Gardens

Victoria, London, SW1W 0AU

Phone Number: 020 7824 5125

E-mail: projectofficer@montserrat-gov.org

The type of personal information we collect

We currently collect and process the following information:

- Your name, postal and email addresses, telephone number, your area of interest in Montserrat

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- By submitting information on our database and via website, or directly by telephone, and email and postal mail you express an interest in the people and government of Montserrat including the Government's health, social and economic and development goals.
- We use the personal details that you have given us in order to provide information to you at your request and also to inform on the resources that may be available to Montserrat Government UK Office and the Government of Montserrat

- We may share this information with officials in other departments and ministries within the Government of Montserrat
- Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for processing this information are:
 - (a) **Your consent. You are able to remove your consent at any time. You can do this by contacting projectofficer@montserrat-gov.org, write to UK Representative, Government of Montserrat, Montserrat Government UK Office 52 Grosvenor Gardens, Victoria, London SW1W 0AU. Tel 020 7824 5125**

How we store your personal information

Your information is securely stored.

We keep Your name, postal and email addresses, telephone number, your area of interest in Montserrat for a period of 5 years. We will then seek your permission to continue to hold your information at the end of this period. If you so desire at that time or any time during this period, that we dispose of your information, we will do this by securely deleting it from our database and any associated storage servers.

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.

Please contact us at projectofficer@montserrat-gov.org or write to the UK Representative, Montserrat Government UK Office, 52 Grosvenor Gardens, Victoria, London SW1W 0AU; telephone 020 7824 5125 if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Montserrat Government UK Office, 52 Grosvenor Gardens; Victoria, London, SW1W 0AU.

Phone Number: 020 7824 5125

E-mail: projectofficer@montserrat-gov.org

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>