

Privacy Notice

This privacy notice explains how your personal data will be processed when you visit a website or use a mobile application ("app") managed by The Fair Trading Commission (FTC). It details how your data is used, shared, and how you can contact us regarding your personal data.

The types and purposes of data processing vary based on the services offered by the website or app. For example, the manner in which data is collected when users sign up for an event is different from when subscribing to a newsletter or submitting a complaint.

DATA CONTROLLER	The Fair Trading Commission is responsible for processing personal data, determining its use and processing within the Jamaican jurisdiction.
DATA PROTECTION OFFICER	The Data Protection Officer may be contacted at: dataprotection@jftc.gov.jm
CATEGORIES OF PERSONAL DATA	<ul style="list-style-type: none"> + Contact Information: name, email, phone number, address. + Account Management Data: login credentials, permissions and associated account actions (such as when your account is created, when you log in, add information, request a service and any changes to your account.) + Personal Details: gender, place of birth, date of birth. + Payment Information: bank account details and other verification data. + Media: images, photos, videos, etc. + Preferences: personal preferences and related information. + Technical Data: IP address, based on cookie preferences.
DATA SOURCE	The data is provided directly by Users.

PURPOSE OF THE PROCESSING	LEGAL BASIS	DATA RETENTION
Responding to information requests	Legitimate interest for research and business development	Necessary duration for processing a request, up to 3 years. This will then be anonymised and archived.
Direct marketing communications (e.g. surveys/newsletters)	Consent (optional and revocable)	Until consent is withdrawn
Managing competition/Event/Expo registration	Execution of a contract	Until you object to processing, Account lifetime, or per applicable legal requirements (for example: in cases of legal obligations pursuant to fraud)
Profiling for personalized communications	Consent (optional and revocable)	Until consent is withdrawn
Website/app optimization	Legitimate interest in protecting and improving our site(s); for necessary cookies; consent for optional cookies	Varies per cookie (see cookie policy)
Process your requested service(s)	Execution of a contract, Legitimate interest in providing a valid and relevant service to our clients and to continue to improve our products and services. Consent	Three (3) years
Evaluating customer satisfaction	Legitimate interest for research and development	Up to one (1) year

PURPOSE OF THE PROCESSING	LEGAL BASIS	DATA RETENTION
Compliance with legal requirements (e.g. payments, investigating complaints)	Legal obligation	As required by applicable law

Personal data may also be used for other purposes, with specific notice and consent obtained, as necessary. Data will be deleted, destroyed, or anonymised once retention periods expire. Persons have the right to withdraw consent at any time.

NATURE OF DATA PROCESSING	Your data is voluntarily provided. Refusal to provide necessary information may result in an inability to deliver the requested service(s). Technical information may be collected automatically. Personal data may be used without consent when legally required or anonymized.
RECIPIENTS OF PERSONAL DATA	<p>Data may be processed by external entities, including public authorities and professional firms, for administrative, investigative or institutional purposes. Personal data might also be shared with service providers, and the FTC's senior staff, all of whom are bound to protect your data.</p> <p>Third parties processing your data may include:</p> <ul style="list-style-type: none"> + Maintenance service providers for websites and systems + Relevant Government Ministries and Agencies e.g. Attorney General's Department + Ministry of Industry Investment and Commerce + Database management and maintenance firms + Email service providers. + Event support providers <p>These third parties do not retain, share, or use personal data beyond the defined purpose of fulfilling the service. Aggregated demographic data, not linked to individual identities, may be shared with partners.</p> <p>Your data could be processed in other jurisdictions.</p> <p>These parties do not retain, share, or use personal data beyond the defined purpose of fulfilling the service. We share only aggregated demographic data with our partners. This data is not linked to the identity of any individual user.</p> <p>Where third party cookies are installed (with your consent), your data may be processed by third parties to whom the data is communicated. On the FTC's website, you may encounter links to other websites. Be aware that the FTC is not responsible for the content or privacy practices of these other sites. Users are encouraged to read the privacy notices of any other sites that collect your personal data.</p>
DATA TRANSFER	If you are visiting https://www.jftc.gov.jm , your personal data could be processed in the United States.
DATA SUBJECTS' RIGHTS	<p>You have the right to:</p> <ul style="list-style-type: none"> + Request access to your data. + Correct inaccurate data. + Request deletion of data without a legitimate processing need + Object to data processing. + Request data transfer. + Opt out of contact at any time. + Express concerns about data use. <p>Contact us at: Email: dataprotection@jftc.gov.jm Subject: Data Subject Access Request Phone: Tell (876) 960-0120-4 Cell: (876) 564-9847 Address: 17-19 Connolley Avenue, Kingston 4, Jamaica</p>
RIGHT TO LODGE A COMPLAINT	If you believe your data has been processed unlawfully, you have the right to lodge a complaint with the Office of the Information Commissioner.
AUTOMATED DECISION-MAKING	Your data will not be subjected to automated decision-making that negatively affects you.

UNDERSTAND CUSTOMER BEHAVIOUR	The FTC uses publicly available personal information to make marketing decisions based on aggregated customer preferences and behaviour. Social listening tools help us analyse public data on social networks for strategic insights.
DOCUMENT VERSION	Last updated: April 2025 Version: 1.0 For any changes to this notice, refer to the FTC's website.

Data Processing Security				
Data is protected with security measures including but not limited to: <ul style="list-style-type: none"> + Encryption + Role-Based Access Control + Password Protection + Physical Security Measures (e.g. surveillance equipment) 				
DATA PROCESSING REGION				
REGION	COMPANY	ADDRESS	DATA CATEGORY	PURPOSE
Caribbean	Fair Trading Commission (FTC)	Corporate Address: 17-19 Connolley Avenue, Kingston 4, Jamaica	Customer Data	Collection and storage of waiver information and contact information.
			Employees	To collect and store appraisal information; For the execution of a contract under GoJ policies etc.
North America	Microsoft Corporation	Corporate Address: One Microsoft Way, Redmond, Washington, USA 98052-6399 60 Knutsford Boulevard, PanJam Building, Kingston 5	General	Facilitate daily processes.