



JAMAICA INTELLECTUAL PROPERTY OFFICE

18 Trafalgar Road

Kingston 10

Tele: 876 946 1300 / 876 946 0789

PRIVACY NOTICE

The Jamaica Intellectual Property Office respects the rights to privacy of our customers, employees and other stakeholders and is committed to taking the highest level of care to safeguard all personal data in our possession.

This privacy notice discloses the practices of the Jamaica Intellectual Property Office in accordance with the Data Protection Act, 2020 and defines the following:

- the personal data collected to conduct business with the Office;
- the manner in which the personal data is collected, used, stored, shared and otherwise processed;
- security controls implemented to protect your personal data, and
- how you can contact us for issues such as correcting inaccuracies/removal of your personal data

HOW DO WE GET YOUR PERSONAL DATA?

We have access to any data that you voluntarily provide via email, telephone, forms, applications, social media platforms, competitions and other interactions.

This information can be obtained when you:

- request information about our products and services;
- conduct business with us;
- supply us with your personal data in the normal course of us providing you with any of the services we offer, and
- attend events that we host or take part in our competitions or any other promotional activities offered by the office.

TYPES OF INFORMATION WE COLLECT INCLUDE BUT ARE NOT LIMITED TO YOUR:

- Full name
- Email address
- Telephone number
- Residential address
- Corporate address
- Gender
- Nationality
- Taxpayer Registration Number (TRN)
- Government issued identification
- Payment information via debit and credit card transactions

HOW DO WE USE YOUR PERSONAL DATA?

We use your personal data to:

- identify you
- facilitate and provide our services
- fulfill legal obligations outlined in any agreement with you
- fulfill our obligations outlined in any agreement with you
- respond to your requests, inquiries, comments and concerns

HOW LONG DO WE STORE YOUR PERSONAL DATA?

- We retain appropriate records of your personal data so long as is required.

HOW DO WE PROTECT YOUR DATA?

SECURITY MEASURES

The security of your personal data (both digital and paper based) is important to us. We have implemented appropriate safeguards to protect your personal data from loss, misuse, access, alteration or disclosure to or by unauthorised parties. However, while we strive to protect your personal data, please note that no method of transmission over the internet or electronic storage is completely secure.

Some technical measures utilised to protect your personal data are:

- Firewalls
- Regular software updates
- Anti-virus software
- Encryption

LINKS TO THIRD PARTY WEBSITES

The Jamaica Intellectual Property Office has links to third party websites for your convenience. We are not responsible for third party websites and this notice does not apply to any Privacy Notice on those third party websites. We encourage you to read the privacy notices on third party websites that you visit to understand how the information that is collected about you is used and protected.

YOUR RIGHTS REGARDING YOUR PERSONAL DATA

The Jamaica Intellectual Property Office would like to ensure that you are aware of all your data protection rights, while ensuring that only the minimum data required to facilitate our services is captured and used.

You have the following rights under the Data Protection Act, 2020:

- ***The right to access your personal information*** – you have the right to request from us copies of your personal information that we have collected;
- ***The right to rectification*** – you have the right to request that our company correct any information you believe is inaccurate or complete any information you believe is incomplete;
- ***Data portability*** – you have the right to request that your personal information be transferred to another organisation or directly to you;
- ***Restriction of processing and objection*** – you have the right to object to the processing of your personal data and to request that our company restrict the processing of your personal data;
- ***The right to not be subject to automated decision-taking*** – you have the right to object to any processing that results in a decision made about you which includes no human intervention.

You may exercise any of the following rights available to you by utilising the contact details outlined in the “contact us” section of this notice.

MARKETING AND PROMOTIONAL EMAILS

We will respect your email privacy and therefore we will not send unsolicited emails to your email address. We may send you information by email in response to your enquiries, or your completion of a registration form on our website, in person or your submission of an entry in any competition that we may organize/promote. We will send notices of our promotions or events which may be of interest to you, if you ask us to. If you have agreed to receive marketing information, you may always withdraw your consent at any time.

CHANGES TO THIS PRIVACY NOTICE

We reserve the right to modify this Privacy Notice from time to time to reflect our current privacy practices. Any changes to the processing of personal data will be communicated to you through an appropriate channel. The latest version will be available on our website.

CONTACT US

If you have any questions or concerns regarding this Privacy Notice or your personal data, you may submit your request in writing to the Jamaica Intellectual Property Office as follows:

Data Protection Officer

Jamaica Intellectual Property Office

18 Trafalgar Road

Kingston 10

Email: DPO@jipo.gov.jm

Telephone: 876 946 1300 or 876 946 0789

HOW TO MAKE A COMPLAINT

If you are dissatisfied with how we have used your personal data, you may lodge a formal complaint through the above-mentioned contact.

If you are not satisfied with how we have handled your complaint, you have the right to raise the matter with the Office of the Information Commissioner using the contact details below:

Masonic Building

2nd Floor, 45-47 Barbados Avenue

Kingston 5

Telephone: (876) 920-4390

Email: info@oic.gov.jm

The Jamaica Intellectual Property Office reserves the right to amend this notice from time to time to ensure that it accurately reflects the way we collect and use your personal data. You are encouraged to regularly review this notice to ensure that you understand how we collect and use your personal data and to see what changes may have occurred.