

Food Hygiene Rating Scheme

'Right to reply'

Notes for businesses:

- As the food business operator of the establishment you have a 'right to reply' in respect of the food hygiene rating given following your inspection.
- The purpose is to enable you to give an explanation of subsequent actions that have been taken to make the required improvements as detailed in the inspection report/letter, or to explain mitigation for the circumstances at the time of the inspection. It is not for making complaints or for criticising the scheme or food safety officer.
- If you wish to use this 'right to reply', please use the form below and return it to the Technical Support Officer - contact details are provided at the end of this form.
- Your comments will be reviewed by the food safety officer who undertook your inspection and may be edited in order to remove offensive or defamatory remarks before being published online and displayed together with your food hygiene rating at food.gov.uk/ratings.
- There will be a statement at food.gov.uk/ratings that will highlight that the accuracy of your comments has not been verified by Cornwall Council officers.
- Please see our [privacy notice](#) and [business support statement](#) below.

Business details

Food business operator/proprietor

Business name

Business addresses

Inspection details

Date of inspection Food hygiene rating given

Comments

- I agree with the inspection results but have since carried out the following improvements (tick all that apply):
- The establishment has been thoroughly cleaned and procedures are in place to ensure that cleanliness is maintained.
 - The establishment has been or will shortly be fully renovated.
 - A new management system has been implemented.
 - There is now a new manager and/or new staff.
 - The staff have been trained/re-trained/given instruction/are under revised supervisory arrangements.
 - Other – please specify below.

- The conditions found at the time of the inspection were not typical of the normal conditions maintained at the establishment and arose because (Please explain below and use only the space provided. You can also state any other improvements made):

Signature

Name in capitals

Position Date

Please send completed forms to:
Cornwall Council, Neighbourhoods & Public Protection, Chy Trevail, Beacon Technology Park,
Bodmin, Cornwall, PL31 2FR / Tel: 0300 1234 212 / Email:
businessadvice@cornwall.gov.uk

PRIVACY NOTICE

Who will control my data?

The Data Controller for all the information you provide on this form, together with any supporting information or documents requested as part of the application process, is Cornwall Council, County Hall, Treyew Road, Truro, TR1 3AY.

If there is something you don't understand.

Please contact the Commercial Food and Safety team on 0300 1234 212 or by emailing businesscompliance@cornwall.gov.uk

How we will use the information about you?

Cornwall Council is required under The Food Safety Act 1990 as amended to retain this data.

Who else will we share your information with?

The Food Standards Agency (FSA) and The Department for Environment, Food and Rural Affairs (DEFRA).

Cornwall Council is under a duty to protect the public funds it administers, and to this end may use the information you have provided on this form for the prevention and detection of fraud. In this regard it may also share your information with other bodies responsible for auditing or administering public funds for these purposes such as the Police and the Department for Work and Pensions. In addition we also provide information to the Government's Cabinet Office under its National Fraud Initiative. For further information see www.cornwall.gov.uk/nfi.

Safeguards.

Your data will be held within Cornwall Council's secure network and premises and will not be processed outside of the UK, the EEA. Access to your information will only be made to authorised members of staff who are required to process it for the purposes outlined in this privacy notice.

How long will we keep this information for?

Your information will be kept for 6 years from the date you last accessed the service.

What are my data rights?

Your personal information belongs to you and you have the right to:

- be informed of how we will process it
- request a copy of what we hold about you and in commonly used electronic format if you wish (if you provided this to us electronically for automated processing, we will return it in the same way)
- have it amended if it's incorrect or incomplete
- have it deleted (where we do not have a legal requirement to retain it)
- withdraw your consent if you no longer wish us to process
- restrict how we process it
- object to us using it for marketing or research purposes

- object to us using it in relation to a legal task or in the exercise of an official authority
- request that a person reviews an automated decision where it has had an adverse effect on you

How do I exercise these rights?

If you would like to access any of the information we hold about you or have concerns regarding the way we have processed your information, please contact:-

Simon Mansell, Data Protection Officer Assurance, Cornwall Council, County Hall TRURO, TR1 3AY. Tel: 01872 326424 Email: dpo@cornwall.gov.uk

I don't agree with something

We would prefer any complaints to be made to us initially so that we have the opportunity to see if we can put things right. However, if you are unhappy with the way we have processed your information or how we have responded to your request to exercise any of your rights in relation to your data, you can raise your concerns directly with the Information Commissioner's Office:

Tel No. 0303 123 1113 or <https://ico.org.uk/concerns/>

BUSINESS SUPPORT

Our [Business Regulatory Support Service](#) is your first point of contact for business support across environmental health, trading standards, fire, planning, building control and licensing.

This service offers a wide range of regulatory support and advice. Whether you are a new or established business, or looking to invest in Cornwall, we can help you with your regulation enquiries to ensure you are compliant with the law. This service aims to help you save time, money and get it right first time.

Our services include free signposting as well as business support packages (charged at cost price).

Do you wish to receive information about our regulatory support products, services & legislative updates

Yes No

If you have ticked "Yes", please indicate which forms of communication you would prefer:

Post Email Phone

In addition we can offer (when available) SMS/Text

By opting in you are giving consent on behalf of the business (not as an individual.)

Business Name:

Signature:

Name of Signatory (In Capitals please):

Position in the company:

Date:

If you have ticked any of the boxes you have the right to withdraw consent at any time. To do so please email us on businessadvice@cornwall.gov.uk or call 0300 1234 212