



## Privacy Notice

The Ministry of Industry, Investment and Commerce is committed to protecting your privacy and processing personal data lawfully, fairly, transparently and securely in accordance with the Data Protection Act, 2020. This notice explains the personal data we collect, the purposes and lawful bases for processing, the sources and recipients of the data, retention, international transfers, safeguards, automated processing, and how you may exercise your rights or make a complaint.

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| <b>DATA CONTROLLER</b>                       | The Ministry of Industry, Investment and Commerce (the Ministry, MIIC), located at 4 St. Lucia Avenue, Kingston 5, Jamaica, is the data controller. It determines the purposes and means of processing personal data for its statutory, regulatory, administrative, service delivery and initiative delivery functions, including grants and other funding initiatives.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>DATA PROTECTION OFFICER</b>               | You can contact the Ministry's Data Protection Officer at: <a href="mailto:dataprotectionofficer@miic.gov.jm">dataprotectionofficer@miic.gov.jm</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>CATEGORIES OF PERSONAL DATA</b>           | <ul style="list-style-type: none"> <li>+ <b>Contact and Identity Information:</b> name, email address, telephone number, postal, residential, business or premises address, signature, date of birth where necessary, and government-issued identification details.</li> <li>+ <b>Account and Technical Data:</b> login credentials, permissions, account activity, application history, IP address, device and browser information, system identifiers, timestamps, cookie choices and security logs.</li> <li>+ <b>Tax, Registration and Business Information:</b> personal and business TRNs; business name, legal structure, ownership, trade or service, industry, operating history, employee count and turnover band; Companies Office of Jamaica (COJ), Tourism Product Development Company (TPDCo), trade licence or other registration details and status.</li> <li>+ <b>Grants and Other Funding Initiatives Information:</b> the initiative selected; eligibility information; damage, loss, recovery or business-transition details, where applicable; photographs or videos; inspection or verification observations; repair, equipment, tool or other funding requirements; ownership, occupancy or permission declarations; supporting documents, affidavits, verification letters and verifier details; and eligibility, prioritisation, scoring, validation, approval, rejection, disbursement, complaints, recovery and audit records.</li> <li>+ <b>Payment and Transaction Information:</b> bank or payment provider details, payment instructions, transaction references, authorised merchant information and other verification data.</li> <li>+ <b>Communications and Preferences:</b> enquiries, correspondence, complaints, survey responses, consent choices and communication preferences.</li> </ul> |
| <b>CATEGORIES OF SENSITIVE PERSONAL DATA</b> | <ul style="list-style-type: none"> <li>+ <b>Sensitive Personal Data</b> will be collected only where necessary and permitted by law, for example, information about disability, health, vulnerability or personal circumstances needed to provide reasonable support or administer the relevant service or initiative fairly.</li> <li>+ <b>Biometric Data:</b> biometric identifiers, including signatures only where they are processed using specific technical means for identification or authentication, are treated as sensitive personal data under the Data Protection Act, 2020. They will be collected and processed only where necessary, proportionate, permitted by law and protected by appropriate safeguards.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>DATA SOURCES</b>                          | We obtain personal data directly from you or your authorised representative. We may also obtain or verify data, where relevant to the applicable service or initiative, from MIIC agencies and departments, the ICT Authority or an authorised administrator, Tax Administration Jamaica, TPDCo, Municipal Corporations, authorised verifiers and inspection teams, payment providers, approved merchants, regulators, auditors, public registers and other lawful sources. Where data is obtained indirectly, we provide the information required by law within the applicable period unless a lawful exception applies.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

| PURPOSE OF THE PROCESSING                                                                                                                                                                                                                                                                                                                                                | LEGAL BASIS                                                                                                                                                                                                                                                                                                                                                                                            | DATA RETENTION                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Administering Grants and Other Funding Initiatives</b> , which may include intake, identity and registration checks, eligibility assessment, inspection or verification, prioritisation, approval, payment or other funding delivery, fraud prevention, audit, complaints, reporting and recovery of improperly paid funds, as applicable to the relevant initiative. | <b>Public Interest or Exercise of Official Authority; Legal Obligation;</b> and, where necessary, steps taken at your request before entering into an arrangement or performance of the applicable service, initiative or funding terms. The lawful basis used will depend on the relevant service or initiative and processing activity. <b>Consent</b> is used only for genuinely optional purposes. | For the period required by the approved records retention schedule and applicable financial, audit, tax, litigation, fraud prevention and statutory requirements. Unsuccessful applications, inspection media, system logs, payment records and consent records may have different periods. Data is securely deleted, destroyed or irreversibly anonymised when no longer required. |
| <b>Responding to information requests</b>                                                                                                                                                                                                                                                                                                                                | <b>Public Interest or Exercise of Official Authority; Legal obligation</b> where the request is handled under applicable access-to-information, records or other statutory requirements.                                                                                                                                                                                                               | For the period required to handle the request and any review, appeal, complaint or audit, in accordance with the approved records retention schedule and applicable law; thereafter securely deleted, destroyed or irreversibly anonymised.                                                                                                                                         |



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| Optional communications, including newsletters and survey invitations         | Consent (optional and revocable).                                                                                                                                                                                                                                                                                                                                                             | Optional communication content and contact lists are retained until consent is withdrawn. A minimal record of the consent, withdrawal and communication preference may be retained thereafter only for the period required by the approved records retention schedule or applicable legal, audit, complaint or limitation requirements.                                                                                                                                      |
| Managing competitions, expositions and other events                           | Contract or steps taken at your request before entering into a contract.                                                                                                                                                                                                                                                                                                                      | <p>Personal data collected for competitions, events, expo registration or participation is retained only for as long as necessary to administer the activity and comply with applicable legal, financial, audit, fraud prevention, complaint and limitation requirements.</p> <p>Where participation is governed by a contract, relevant records are retained for the contract period and thereafter only as required by law or the approved records retention schedule.</p> |
| Profiling for personalised communications                                     | Consent (optional and revocable).                                                                                                                                                                                                                                                                                                                                                             | Until consent is withdrawn.                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Website/app optimisation                                                      | <b>Public Interest or Exercise of Official Authority</b> or, where legally available and appropriate, <b>Legitimate Interest</b> for strictly necessary cookies used to provide, secure and maintain the site; <b>Consent</b> for analytics, personalisation and other optional cookies.                                                                                                      | Retention varies by cookie and is stated in the cookie policy. Session cookies expire when the session ends; persistent cookies are retained only for the stated period. Optional cookies remain disabled unless consent is given and are deleted or disabled when consent is withdrawn, subject to necessary consent records.                                                                                                                                               |
| Processing your requested services                                            | <b>Contract or steps taken at your request; Public Interest or Exercise of Official Authority; Legal Obligation</b> , depending on the service.                                                                                                                                                                                                                                               | For the service period and thereafter only as required by the approved records retention schedule and applicable legal, financial, audit, complaint or limitation requirements.                                                                                                                                                                                                                                                                                              |
| Evaluating service user satisfaction                                          | <b>Public Interest or Exercise of Official Authority</b> or, where legally available and appropriate, <b>Legitimate Interest</b> for evaluating service user satisfaction, conducting research and supporting service development.                                                                                                                                                            | Up to seven (7) years.                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Security and Surveillance                                                     | <b>Public Interest or Exercise of Official Authority, Legal Obligation</b> or, where legally available and appropriate, <b>Legitimate Interest</b> for protecting people, premises, information and assets and for preventing or investigating unlawful activity.                                                                                                                             | For the shortest period necessary under the approved records retention schedule, normally a limited operational period, unless footage is required for an incident, investigation, legal claim, audit or statutory obligation.                                                                                                                                                                                                                                               |
| Supporting disaster recovery and assessing requests for additional assistance | <p><b>Consent</b>, where genuinely optional and revocable, for additional support or information that is not required to assess or administer disaster-recovery assistance.</p> <p><b>Public Interest or Exercise of Official Authority</b> in performing the Ministry's functions and providing relevant services for disaster recovery, business restoration and additional assistance.</p> | Up to seven (7) years after the relevant disaster recovery, business restoration or additional assistance activity is completed, or longer where required by applicable legal, regulatory or statutory obligations and the approved records retention schedule.                                                                                                                                                                                                              |
| Compliance with legal requirements (e.g. payments)                            | <b>Legal Obligation</b>                                                                                                                                                                                                                                                                                                                                                                       | As required by applicable law and the approved records-retention schedule, including relevant financial, tax, audit and public-records requirements, such as the Financial Administration and Audit Act.                                                                                                                                                                                                                                                                     |

Personal data may be used for another compatible or legally authorised purpose only where permitted by law and after any additional notice required by law has been provided. Consent will be obtained where it is the applicable lawful basis. Personal data will be securely deleted, destroyed or irreversibly anonymised when the applicable retention period expires, and consent may be withdrawn at any time for processing based on consent.



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| NATURE OF DATA PROCESSING          | We collect only data that is adequate, relevant and limited to what is necessary. Data marked as mandatory is required to assess eligibility, verify an application, administer a service or an initiative, meet legal obligations, prevent fraud, make payment or maintain audit records. If mandatory data is not provided, we may be unable to process the request or application. Optional information and optional communications are clearly identified and may be declined without affecting access to a core service. We may collect technical and security data automatically when systems are used. You may withdraw consent at any time without affecting processing already carried out lawfully.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| RECIPIENTS OF PERSONAL DATA        | Personal data is disclosed only where necessary and lawful, subject to role-based access, confidentiality and contractual or statutory safeguards. Depending on the applicable service or initiative, recipients may include MIIC agencies and departments; the ICT Authority or another authorised administrator; Tax Administration Jamaica; Tourism Product Development Company; Municipal Corporations; authorised verifiers and inspection teams; payment providers and approved merchants; hosting, cloud, database, email, website and security providers; auditors, professional advisers, regulators, law enforcement bodies and other public authorities where authorised by law. Processors may act only on documented instructions, must protect the data, and may not retain or use it for their own unrelated purposes. Aggregated or anonymised information that does not identify an individual may be used for statistics, evaluation and public reporting. Third-party websites and optional third-party cookies are governed by their own notices. Please review those notices before providing information.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| DATA TRANSFER                      | Personal data may be accessed, hosted or otherwise processed outside Jamaica, including in the United States, only where the transfer is lawful and an appropriate level of protection is maintained. Depending on the circumstances, safeguards may include an adequacy determination, approved contractual clauses, a binding agreement with a public authority, transfer-risk assessment, supplementary technical and organisational measures, or another mechanism permitted by applicable law. You may contact the Data Protection Officer for information about the applicable safeguard.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| DATA SUBJECTS' RIGHTS              | <p>You have the right to:</p> <ul style="list-style-type: none"><li>+ <b>Be informed</b> about the processing of your personal data and request access to your personal data, subject to the conditions and exceptions provided by law.</li><li>+ <b>Request correction</b> of inaccurate data and completion of incomplete data.</li><li>+ <b>Request erasure, restriction or prevention of processing</b> where the legal conditions are met.</li><li>+ <b>Object to processing</b>, including direct marketing, where applicable.</li><li>+ Receive personal data in a structured, commonly used and machine-readable format, and <b>request transmission to another controller</b>, where data portability applies.</li><li>+ <b>Withdraw consent</b> at any time for processing based on consent, without affecting prior lawful processing.</li><li>+ <b>Request human review</b>, express your point of view and contest a solely automated decision that produces legal or similarly significant effects, where applicable.</li><li>+ Complain to the Office of the Information Commissioner.</li></ul> <p>We will acknowledge and respond to valid requests within the period required by applicable law. We may request proportionate information to verify identity and authority before acting. A fee will be charged only where permitted by law, and we will explain any lawful refusal, extension or fee.</p> <p>Contact us at:<br/><b>Email:</b> <a href="mailto:dataprotectionofficer@miic.gov.jm">dataprotectionofficer@miic.gov.jm</a><br/><b>Subject:</b> Data Subject Request<br/><b>Phone:</b> 876-619-8038<br/><b>Address:</b> The Ministry of Industry, Investment and Commerce,<br/>4 St. Lucia Avenue, Kingston 5</p> |
| HOW TO LODGE A COMPLAINT           | <p>Please let us know if you are dissatisfied with how we have handled your personal data by submitting a complaint to the Ministry's Data Protection Officer at <a href="mailto:dataprotectionofficer@miic.gov.jm">dataprotectionofficer@miic.gov.jm</a>.</p> <p>If you are dissatisfied with the Ministry's response, you may complain to the Office of the Information Commissioner.</p> <p>Office of the Information Commissioner<br/>Masonic Building, 2<sup>nd</sup> Floor<br/>45-47 Barbados Avenue, Kingston 5<br/><b>Email:</b> <a href="mailto:info@oic.gov.jm">info@oic.gov.jm</a><br/><b>Phone:</b> 876-929-8568</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| AUTOMATED DECISION-MAKING          | Automated tools may be used, where applicable to the relevant initiative, to validate information, identify duplicate or incomplete applications, apply published eligibility rules, prioritise cases, detect anomalies or support pre-screening for Grants and Other Funding Initiatives. Unless lawful safeguards are in place, a final decision that produces legal or similarly significant effects will not be made solely by automated means. Relevant outcomes are subject to authorised human review. You may request an explanation of the main factors used, provide additional information, request human review and challenge an outcome by contacting the Data Protection Officer or the contact identified for the relevant initiative.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| ANALYSIS OF SERVICE-USER BEHAVIOUR | Where approved, we may analyse public posts, comments, usernames, engagement metrics and publicly stated preferences from social media platforms and other public online sources to understand service perceptions, identify communications trends and evaluate outreach. The lawful basis is public interest in evaluating and improving public services or, where legally available and appropriate, a documented legitimate interest that does not override individual rights. Results are reported in aggregated form where practicable and are not used to make eligibility decisions for Grants and Other Funding Initiatives or other legally significant decisions. We retain identifiable extracts only for the period set by the approved retention schedule. You may object by contacting the Data Protection Officer, subject to lawful exceptions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |



**DOCUMENT  
VERSION**

Last updated: 15 September 2026

Version: 0.1

Material changes will be communicated through the channel used for the relevant service or initiative, and the current notice will be made available on the Ministry's website.

**APPLICABLE SAFEGUARDS**

Data is protected with security measures, including but not limited to:

- + Role-based access control, least privilege, authentication and periodic access review.
- + Encryption or equivalent protection in transit and at rest where appropriate, secure transmission and key management.
- + Logging, monitoring, vulnerability management, malware protection and secure configuration.
- + Physical security, records controls, secure storage, retention and secure disposal.
- + Backup, resilience, disaster recovery, incident response and personal data breach management.
- + Staff confidentiality, privacy and security training, supplier due diligence, data processing agreements, audit rights and transfer safeguards.
- + Privacy by design and default, data minimisation, data protection impact assessment where required, and periodic control testing aligned with applicable information security and privacy management standards.

**DATA PROCESSING REGION**

| REGION        | COMPANY                                                     | ADDRESS                                                                                                                                        | DATA CATEGORY                                                                                                                                                                         | PURPOSE                                                                                                                                                                                         |
|---------------|-------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Caribbean     | <b>Ministry of Industry, Investment and Commerce (MIIC)</b> | <b>Corporate Address:</b><br>4 St. Lucia Avenue, Kingston 5                                                                                    | Personal data submitted to or generated through the relevant services                                                                                                                 | Collection and storage of personal data submitted to the Ministry, including application, eligibility, contact and supporting information, as applicable to the relevant service or initiative. |
| North America | <b>Microsoft Corporation</b>                                | <b>Corporate Address:</b><br>One Microsoft Way, Redmond, Washington, USA 98052-6399<br><br>60 Knutsford Boulevard, PanJam Building, Kingston 5 | Only personal data placed in or generated by the relevant Microsoft-hosted services, including account, contact, document, application and technical or security data, as applicable. | Provide contracted cloud hosting, productivity, identity, collaboration, backup and security services on MIIC's documented instructions.                                                        |

**CHANGE HISTORY**

| WHEN           | WHAT CHANGED                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| September 2026 | <ul style="list-style-type: none"><li>+ Added and consistently named Grants and Other Funding Initiatives data categories, sources, recipients, processing purposes, lawful bases, retention and automated pre-screening information.</li><li>+ We clarified how automated tools may support validation, duplicate or incomplete application checks, eligibility-rule application, prioritisation, anomaly detection and pre-screening, while preserving authorised human review and the right to challenge significant outcomes.</li><li>+ Corrected sensitive and biometric data wording, statutory references, cookie processing, service lawful bases, rights-response procedures and complaint information.</li><li>+ Refined social-listening transparency, security retention and processing-region descriptions; removed a duplicate service processing row; and updated the notice to Version 0.1.</li></ul> |
| December 2025  | <ul style="list-style-type: none"><li>+ We updated our contact information to clarify how you can contact our team.</li><li>+ We included information on how we collect and process personal data for recovery efforts in the Purpose of Processing section.</li><li>+ We included more information on how we protect data in the Applicable Safeguards section.</li><li>+ We revised the Categories of Personal Data section to better communicate the types of personal data collected.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                   |