

Waste management - Privacy notice

Why we collect information about you?

The Council does not need, and does not use, information about you for routine waste & recycling collections.

Information about you will only be used if you:

- report a missed collection
- order new, additional or replacement waste and recycling containers
- report missing or damaged containers
- request a collection of a bulky item
- apply for an assisted collection
- make a general service enquiry, comment or complaint

What information do we collect about you?

To provide waste collection and recycling services, it is necessary for us to collect and hold personal information. This information may include:

- Basic personal information such as name, address, telephone number, email address. Our service also needs to use sensitive personal data also called “special category data” which requires more protection to keep it safe. We will take extra care of this data.
- Financial information
- Photographs and film images of individuals and/ or properties/ vehicles*
- Information relating to complaints or incidents

We will only ask for personal information that is appropriate to enable us to deliver our services.

In some cases, you can refuse to provide your details if you deem a request to be inappropriate. However, you should note that this may impact on our ability to provide some services to you.

Who do we share the information with?

We may share your information with partner organisations, including:

Our contractors (Ubico) who provide our waste and recycling collection services

Other departments within the Council for example our Enviro Crime team

External Auditors and regulators

We will not normally share your data, other than with our service providers, without your consent unless we have a clear lawful basis for doing so, to safeguard public safety, and in risk of harm or emergency situations. Any information which is shared will only be shared on a need-to-know basis, with appropriate individuals. Only the minimum information for the purpose will be shared.

Is any information transferred to or stored on servers based outside the UK?

Information is stored in the UK and the EU only.

How long do we keep your information?

Data is only held as long as is necessary, unless superseded by statutory regulation, and disposed of securely when it is no longer needed.

*Footage is recorded on the hard drive in the vehicle and is automatically overwritten after 28 days. Downloaded images are only retained if an incident occurs and will only be held for the duration of any incident/investigation. Photographs will be retained for a one year and then deleted.

Who do we collect information from?

You and/or a relative or representative of you or your organisation.

What are the consequences if we do not collect the data?

The council will be unable to follow up enquiries with customers either directly or via Ubico.

Are any decisions about you made by automatic means?

No automated decisions are made about you.
