

Garden Waste Service

Why we collect information about you?

We need to collect information to enable us to provide a garden waste collection service. We collect, retain and use contact details to contact customers about their subscription and any changes affecting the scheme.

What information do we collect about you?

We collect your contact details such as name, address, telephone number and email addresses to enable us to provide services to you. We may also take account numbers or reference numbers if required.

Your bank/card details are needed from you if a payment is required but this is with your consent only.

We will need to take information if an assisted collection is required.

Telephone calls maybe recorded or monitored for training purposes or to handle your enquiry.

If applicable, a representative or managing agent's name and contact information.

Who do we share the information with?

To provide our services to you we may share information with the following:

- Ubico for the purpose of delivering the garden waste service, including customer queries and complaints relating to the operation of the garden waste service.
- Internal council departments who require the information to administer the service.

- The councils nominated suppliers for garden waste stickers, and Pay 360, the payment system provider
 - We may also share your data with other agencies or organisations where the law allows us to do so for the prevention and detection of crime. This includes the Police and other departments within Gloucester City Council
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Is any information transferred to or stored on servers based outside the European Economic Area?

Information is stored in the UK and the EU only.

How long do we keep your information?

We keep customers contact details in line with our retention schedule depending on the nature of your enquiry. The retention schedule is available under the documents heading on the Data Protection web page.

Telephone calls that are recorded will be retained for 14 days unless they are required for an ongoing complaint/investigation or to be used for training.

Who do we collect information from?

Information held on our system is provided by you when requiring a service from the garden waste service. Occasionally, if we are taking a payment we would need to consult our internal revenues system for an account number if it has not been provided to ensure payments are allocated to the right account. We may also ask third parties for information about you to verify details depending on the nature of your enquiry.

We may take information for advocacy services, attorneys or representatives.

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

We would be unable to provide the majority of our services if we did not collect your contact details.

Are any decisions about you made by automatic means?

No automated decisions are made about you.
