**North West Leicestershire District Council**

**Waste Services**

**Privacy Notice**

This notice explains the information that we collect from you, what we do with it, and who it might be shared with.

Where we refer to “the Council”, “we” or “us” we mean North West Leicestershire District Council – the Data Controller

Where we refer to “you” or ”your” we mean you as the individual(s) providing us with your data – the Data Subject.

**What is personal information?**

Personal information can be anything that identifies and relates to a living person. It can include details such as names, addresses and date of birth amongst other things.

**What lawful basis do we have to collect your data?**

Under Article 6(1)(e) of the GDPR, we are permitted to use data for our tasks.

**What information do we collect from you?**

When you fill out information given to the Council, we will collect name, address, telephone number, email address, D.O.B, medical condition, no. of occupants in a property, benefit reference number, images, and bank details.

**Why do we collect this information?**

* Name – to identify the person making a request for service
* Address – to identify the location requiring the request for service
* Telephone number – to be able to contact a resident regarding a request for service
* E-mail address – to be able to contact a resident regarding a request for service
* D.O.B – to establish if there is a requirement for an assisted collection or an additional domestic black bin.
* Medical condition(s) - to establish if there is a requirement for an assisted collection or an additional domestic black bin.
* No. of occupants in property – to determine the refuse capacity residents are eligible for.
* Benefit reference number – to determine if a resident(s) is eligible for a free bulky waste collection
* Images – captured by our operatives on work mobile devices i.e. iPads to identify if there is an issue with a waste collection, e.g. contamination in a garden bin.
* Bank details – required if a resident admits to damaging their own domestic bin or garden bin as there’s a charge for replacement. Also there’s a charge for providing a commercial waste collection to businesses.

**Who might we share this information with?**

The Council will not share any of the information that it holds about you with any third party(other than those listed below), unless you have given your written consent, or if otherwise this is permitted by law.

* If you make payment by debit or credit card, the information will be processed by banking services providers in accordance with the Payment Card Industry’s Data Security Standards.
* The Council has a formal contract with its data processor; Whitespace Work Software Ltd. which helps the Council provide Waste Services.
* Housing Associations – to verify tenants contact details, or report any antisocial-behaviour displayed to toward our waste operatives.

Your information may also be shared with other departments within the Council for example:

* Environmental Protection – reports of misuse of waste receptacles, waste receptacles left out on the pavement, misuse of bin collection points.
* Customer Services – to action any requests for service.
* Housing - to verify tenants contact details, or report anti-behaviour displayed toward our waste operatives.
* Health and Safety Officer – to report antisocial-behaviour displayed toward our waste operatives. Near misses, accident or incidents involving waste operatives.
* Exchequer Services – details of businesses including trading name, location and contact details. Also contact details of residents submitting a claim against the Waste Service for damage to land, property or vehicles.
* Procurement
* Legal
* HR

**Where will my information be sent?**

As required by law, all information will be kept within the European Economic Area.

**What do we do with yo****ur information?**

The information that you have provided will be held by the Council and will only be accessed by authorised Council employees.

**Will your details be used for Council Marketing or Promotions?**

We may separately ask you for your permission to provide you with information about other Council services and, if you agree, how you would like to receive that information. You do not have to give your permission to receive these details, and it is not a condition of Waste Services that you agree.

**What about automated decision making?**

No automated decisions will be made.

**How long do we keep hold of your information?**

• Report a Missed Bin – indefinitely

• Request Additional Black Bin Service – for the duration of the service, and 12 months after it has ended.

• Request Assisted Collection - for the duration of the service, and 12 months after it has ended.

• Request Clinical Waste – Ad-hoc Collection – 2 months

• Request Domestic Bulky Waste Collection – 15 months

• Request for Bins - Recycling Containers – indefinitely

• Request Wheeled Bin Removal - 12 months

• Resident complaint of compliment – indefinitely

• Miscellaneous request – indefinitely

**Can I withdraw my consent/ask for my data to be removed?**

You can ask at any time for your data to be removed by writing to the Data Protection Officer at the address below. Your data can also be ‘anonymised’. This means that your data will be turned into a form which does not identify you as an individual. It may not always be possible to remove or anonymise data (for example a current tenant’s data), but we will let you know should you request either of these.

**How can I access the information you hold about me?**

By making a Subject Access Request and going onto the Council’s website at https://www.nwleics.gov.uk/pages/how\_to\_make\_a\_subject\_access\_request or writing to the Data Protection Officer, North West Leicestershire District Council, Council Offices, Whitwick Road, Coalville, Leicestershire, LE67 3FJ. A fee of £10 is payable if a request is made before 25 May 2018.

**How can I contact the Data Protection Officer?**

Email: dpo@nwleicestershire.gov.uk

Telephone: 01530 454763

In writing: Data Protection Officer, North West Leicestershire District Council, Council Offices, Whitwick Road, Coalville, Leicestershire, LE67 3FJ.

**If I am unhappy with how my data is being handled what can I do?**

The first thing to do is to contact the Data Protection Officer on the details above to see if they can help to resolve your problem.

You also have the right to lodge a complaint with a supervisory authority. More information on this can be found on the Information Commissioner’s Office Website (https://ico.org.uk).