

Privacy Notice for Waste and Recycling

**Reviewed Nov 2021
V3.0**



Waste and Recycling Service

Our core data protection obligations and commitments are set out in the council's **primary** privacy notice at www.bolton.gov.uk

This notice provides additional privacy information for:

- People accessing the Waste and Recycling Service
- Partners working with Bolton Council

It describes how we collect, use and share personal information about you

- In relation to Waste and Recycling Services
- The types of personal information we need to process, including information the law describes as 'special' because of its sensitivity

It is important that you read this notice, together with any other privacy information we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information.

The information collected and held will vary dependent on the service used.

Purposes

We collect your personal information for the following purposes:

- In delivering waste and recycling collection services;
- Arranging assisted collections;
- Arranging waste audits;
- Deliver and remove waste and recycling containers;
- Organising bulky waste collections;
- In planning future services;
- For ensuring health and safety of the public and staff;
- To help investigate any concerns or complaints you have about our services and for answering enquiries;
- To improve our general experience of our customers and of visitors to our websites;
- Processing of payments for the administration and delivery of bins and for bulky waste collections.

Categories of personal data

In order to carry out these purposes we collect and obtain:

Householder

- Name

- Address
- Phone Number
- Email Address
- Payment Information
- Type of additional waste generated for the waste audit
- Location of bins for an assisted collection
- Contact we have had with you, such as any correspondence and formal complaints.
- Access codes and keys for gated communities for the purpose of access to the bin store to empty the bins.
- Photographs of waste and recycling containers if they contain the wrong items
- Photographs of built up side waste at the side of bins or in bin stores for providing education and support.
- CCTV/Video footage from the waste and recycling collection vehicles for the purpose of the public and staff safety and crime prevention and detection.

Business

- Business Owner Name
- Contact Name
- Address of business
- Billing address
- Phone Number
- Email Address
- Payment Information
- Limited company number
- Charity Number (if applicable)
- Contact we have had with you, such as any correspondence and formal complaints.
- Access codes and keys for gated communities for the purpose of access to the bin store to empty the bins.
- Photographs of waste and recycling containers if they contain the wrong items
- Photographs of built up side waste at the side of bins or in bin stores for providing education and support.
- CCTV/Video footage from the waste and recycling collection vehicles for the purpose of the public and staff safety and crime prevention and detection
- Forwarding address for refund/ bills etc when account is terminated

Legal basis for processing

The legal basis for processing your personal information is:

- Local Authorities have a duty to remove domestic waste by virtue of Environmental Protection Act 1990. Assisted collections are a part of this obligation;
- To collect and process your personal information under Article 6 (1) (e) – processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;
- Performing or exercising obligations under law;
- Our legitimate interests (or those of a third party) provided your interests and fundamental rights do not override those interests.

Information sharing/recipients

We may share personal information about you with the following types of organisations when require by law:

Householder

- Teams within the Council in order to provide our services
- Greater Manchester Combined Authority (GMCA) to provide them with information regarding an enquiry for the Household Waste Recycling Centres or disposal site or communication campaign
- Police
- Help business partners, suppliers and sub-contractors to deliver any contract we enter with them or you.
- Help us if we are in need of additional professional or legal advice on a matter relating to you.

Business

- Teams within the Council in order to provide our services
- Greater Manchester Combined Authority (GMCA) to provide them with information regarding an enquiry for the Household Waste Recycling Centres or disposal site or communication campaign
- Help prevent fraud. We may share your information with credit reference agencies and other companies for use in credit decisions. Credit agencies may record these searches, but that will not affect your credit standing.
- Pursue people or companies who owe us money. We may share your information with debt collection agencies.
- Help us if we need additional professional or legal advice on a matter relating to you.

We will not normally share your information with organisations other than our partner organisations; however, there may be certain circumstances where we would share without consent such as where we are required to do so by law, to safeguard public safety, and in risk of harm or emergency situations. Only the minimum information for the purpose will be shared.

As well as information collected directly from you, we also obtain or receive information from:

- Teams within the Council in order to provide our services
- Greater Manchester Combined Authority (GMCA) to provide our services
- MPs and Councillors in response to a query or complaint
- Metropolitan Police

Automated Decisions

For this service all decisions we make about you involve human intervention.

Data retention/criteria

We will only keep your personal information for as long as the law specifies or where the law does not specify this, for the length of time determined by our business requirements.

Rights of individuals

You have certain rights in relation to the council's use of your personal information.

To find out more about how these rights apply in particular circumstances, please refer to our [Guide to exercising your rights](#) or alternatively visit the Information Commissioner's web site at www.ico.org.uk

If you wish to exercise your rights or to raise a concern about the handling of your personal information by the council, please contact our Information Governance Team at information.security@bolton.gov.uk.

If you are still unsatisfied you should contact **The Information Commissioner's Office** by post at the ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or by telephone: 0303 123 1113

Updates to Privacy Notice

We may update or revise this Privacy Notice at any time so please refer to the version published on our website for the most up to date details