

Privacy Notice for Waste and Recycling

**13 May 2019
V1.0**



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.

Purpose(s)

We collect your personal information for the following purpose(s):

Householder

- Redirect you to the appropriate officer
- Deal with your challenges, queries and formal complaints
- Deal with assisted collections
- Deal with waste audits
- Deliver waste and recycling containers
- Organising bulky waste collections
- Processing of any payments e.g. purchase of bins, and bulky waste collections

Business

- Set up a trade waste agreement
- Deal with your challenges, queries and formal complaints
- Processing of any payments e.g. trade agreements`

Categories of personal data

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

Householder

- Name
- Address
- Phone Number
- Email Address
- Payment Information
- Medical Condition if required for waste audit or assisted collection
- Number of children in nappies for waste audit request
- 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 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.

Business

- Name
- Address of business
- Billing address
- Phone Number
- Email Address
- Payment Information
- Limited company number
- 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 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.
- Forwarding address for refund/ bills etc when account is terminated

Legal basis for processing

The legal basis for processing your personal information is:

- Performing or exercising obligations under law Article 6(1)(c) General Data Protection Regulation. Local Authorities have a duty to remove domestic waste by virtue of Environmental Protection Act 1990. Assisted collections are a part of this obligation.

Where special category data (Sensitive) is being processed e.g. details of health conditions where there is an assisted bin requirement, the legal basis will rely on Article 9(2)(g) of the General Data Protection Regulation in that there is substantial public interest.

Information sharing/recipients

We may share personal information about you with the following types of organisations:

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
- Help business partners, suppliers and sub-contractors to deliver any contract we enter with them or you.
- help us if we are need 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 are 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 Councillor's in response to a query or complaint
- Metropolitan Police

Automated Decisions

There is no automated decision making process with regards to these services.

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 may exercise the rights listed below 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 <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

If you wish to exercise your rights (as outlined above) 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 IOC, 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