

Privacy notice for additional rubbish capacity requests

Information Held About you

The standard bin provided to households for general rubbish is 180 litres. If any of the following criteria apply, householders will be provided with additional capacity for general rubbish.

Criteria:

- Families of 6 or more persons permanently living at the same address
- Households with 1 or more children under 3 years old using disposable nappies
- A person with a medical reason(s) which causes large amounts of non-hazardous medical waste

We collect and hold the following personal information about you and your family:

- Your contact details: including your name, address, telephone number, e-mail address
- Contact we have had with you, such as home visits, any contact regarding your collections
- Why you need the service e.g. which of the criteria you meet and ask for evidence to support your application
 - 6 or more people – names and age ranges of people permanently living at the address. We use this information to determine if you should be sent a review letter prior to the standard 3 year review.
 - One or more children in nappies - names and age ranges of children in nappies. We use this information to determine if you should be sent a review letter prior to the standard 3 year review.
 - A person with a medical reason(s) which causes large amounts of medical waste to be produced – we ask that you tell us what the medical condition is to ensure you are receiving the correct service as certain conditions could require a different service. We ask what type of waste is produced and how much to ensure you have the right capacity both for rubbish and/or recycling.

The information given will be processed securely in compliance with data protection law.

Who is processing my data?

All personal data held, is processed in accordance with data protection law. The Data Controller for the information outlined in this privacy notice is Herefordshire Council.

How will we use the Information we hold about you?

We collect information about you to:

- Review provision of service after 3 years to ensure our records are accurate and the service is only provided where the criteria still applies.
- Check if you still meet the eligibility criteria for the additional rubbish capacity. If you do not meet the criteria we will arrange for your property to be returned to our standard collection service
- Ensure our records are accurate
- We may use your information to contact you to discuss your waste collection service.

What is the legal basis for us to process your data?

The legal basis for processing the data is:

- Under section 45 of the Environmental Protection Act 1990 Herefordshire Council have a duty to provide a household waste collection service and have specified, under section 46 of the EPA 1990, a standard collection service.
- in the public interest or in the exercise of official authority

Who we will share your information with

We may share your information with partner organisations, including:

- In order to provide you with additional rubbish capacity, we need to share some of the details you provide us with our waste collection contractor, FCC Environment Services Ltd. This information will include your address and contact details. This is so that they can exchange / deliver bin(s) to you or provide collection crews with your address so they know to collect the additional rubbish.
- The data you provide is stored within the council's secure ICT systems, maintained by Hoople Ltd.
- We may share the collection service information (e.g. what size bin you have) with third party companies responsible for providing our contractor's ICT systems, for example, in cab software.

We will not normally share your information with organisations other than our partner organisations without your consent, 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. 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.

How long do we keep your records

We will only keep your information for the minimum period necessary. The information outlined in this privacy notice will be kept for the length of time you are recorded as having additional rubbish capacity. Once we are aware you no longer have additional rubbish capacity the information relating to your request will be deleted. This may take up to 90 days. All information will be held securely and destroyed under confidential conditions.

Your rights

You have a number of rights under data protection law, including the right to request your information and to request that the information be amended or erased if incorrect.

To request your records, you will need to put your request in writing and provide proof of identification to the Information Governance Team, Herefordshire Council, Plough Lane, Hereford HR4 0LE or via email, informationgovernance@herefordshire.gov.uk

You also have a right to make a complaint about our handling of your personal data to the Information Commissioner's Office <https://ico.org.uk/>

Providing accurate information

It is important that we hold accurate and up to date information about you in order to assess your needs and to deliver the appropriate services. If any of your details have changed, or change in the future, please ensure that you inform us as soon as possible so that we can update your records.

Further information

If you have any questions or concerns about how your information is used, please contact Waste Management in the first instance. You can also contact the Data Protection Officer at Herefordshire Council, Plough Lane, Hereford HR4 0LE, telephone (01432) 260616, email: informationgovernance@herefordshire.gov.uk

More information about data protection and how it applies to you can be found on the Information Commissioner's Office website at <https://ico.org.uk/>