

# Privacy notice for clinical waste collection requests

## **Information Held About you**

The clinical waste collection service is provided to households where a healthcare professional has determined that there is hazardous/infectious waste or offensive healthcare waste being produced. This waste is collected separately from your normal household waste. A healthcare professional should make the request for this service on your behalf. In order for us to provide a clinical waste collection service it is necessary for us to collect and hold personal information about you. This information will include:

- Your contact details: including your name, address, telephone number, e-mail address
- Why you need the service
- What type of waste needs to be collected
- Contact we have had with you, such as home visits, any contact regarding your collections

If our contractor reports that no clinical waste has been put out for collection for 4 consecutive weeks we may cancel your clinical waste collection service but we will write to you to notify you that we have done this.

## **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 will collect information about you to:

- Check that a clinical waste collection service is needed and, if applicable, provide you with the necessary service
- Contact you to confirm whether a clinical collection service is still needed where no clinical waste has been placed out for a number of consecutive weeks
- We may use your information to contact you to discuss this service

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

The legal basis for processing this data is:

- Under section 45 of the Environmental Protection Act 1990 Herefordshire Council have a duty to provide a household waste collection service including clinical or offensive waste.
- 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 a clinical waste collection, we need to share some of the details you provide with our waste collection contractor, FCC Environment Services Ltd. This information will include your address, contact details and that a clinical collection is needed at the address. This is so they know to carry out the clinical collection at your address. We will not normally share the reason why you need a clinical collection service with our contractor without your prior consent.
- 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. that a clinical collection service is needed at your address) 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 registered as receiving a clinical collection and for 6 years after your last collection date. 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](mailto: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](mailto: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/>