

# Privacy notice for trade waste collection service

## **Information Held About you**

Herefordshire Council operate a paid for trade waste collection service upon request from businesses across the county. In order to provide this service we need to collect details about the business, the owner/manager and bank details in order to set up payment for the service.

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

- Business: owner/managers name, business address, telephone number, e-mail address
- Financial: bank account details, bank account branch
- Contact we have had with you, such as site visits, any contact regarding your collections

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:

- Provide a trade waste collection service
- Take payment from you for the trade waste collection service provided
- Ensure our records are accurate
- Notify you of changes to your trade waste collection service
- 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 commercial waste collection service when requested by a business
- 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 the service, 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 business address and contact details. This is so that they can contact you if necessary to carry out a risk assessment, exchange / deliver bin(s) to you and contact you if there is a problem with the collection service.
- Bank detail information is shared with the council's revenues department which is operated by Hoople Ltd.
- The data you provide is stored within the council's secure ICT systems, maintained by Hoople Ltd.
- We may share the collection service information 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 a trade waste collection service with us. Following cancellation of a contract your records are held for 6 years. 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/>