

Privacy Notice for self-catering accommodation waste collection survey

Information Held About you

Herefordshire Council are undertaking a self-catering accommodation (SCA's) waste collection survey to establish if business owners are storing and disposing of their waste in accordance with legislation, as outlined in the Environmental Protection Act 1990 and Controlled Waste (England and Wales) Regulations 2012.

In order to conduct the survey, it is necessary for us to collect and hold personal information about you and your business. This information will include:-

- Business: owner/managers name and business address
- Your responses to this survey including how you dispose of your waste
- Contact we have had with you, such as emails, phone calls, site visits, meetings, etc.

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:-

- Establish if you are storing and disposing of your waste lawfully
- Ensure our records are accurate
- We may use your information to contact you to discuss your waste collections for the SCA.

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

The legal basis for processing the data is:

- Herefordshire Council enforce section 34 of the EPA which puts a duty on business owners to store and dispose of waste correctly.
- 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:-

- If the SCA has Herefordshire Council wheeled bins that are for domestic use, we will need to supply the business address to our waste contractor, FCC Environment Services Ltd, to arrange the bin removal.
- Herefordshire Councils Community Protection Team in order to enforce waste legislation
- The data you provide is stored within the council's secure ICT systems, maintained by Hoople Ltd.

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 a minimum of 2 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

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 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, Carol Trachonitis, 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/>