

Privacy Notice: Waste Disposal and Recycling

This Privacy Notice tells you about what information we collect about you, how we use that information and who we share it with.

1. Who we are and what we do:

The **Refuse and Recycling Team** is responsible for:

- collecting rubbish, recycling and bulky waste from households and commercial properties in County Durham and
- collecting garden waste if you subscribe to the service.

When required they can also provide assistance with:

- putting your bin out if you are experiencing difficulties and don't have anyone to help you and
- collecting clinical waste when requested by a Healthcare Professional.

The **Strategic Waste Team** is responsible for:

- managing and maintaining the Household Waste Recycling Centres (HWRC) within the county
- issuing permits where required e.g.
 - if you visit the HWRC with a van, pickup, minibus or are towing a trailer
 - for hazardous waste
- promotional campaigns e.g. Food Waste Saver Challenge where residents voluntarily sign up to participate.

For the purposes of Data Protection, Durham County Council is the Data Controller.

2. What type of personal information do we collect and how do we collect it?

We collect the following personal information about you:

- Your name, address and contact details (telephone number and/or email address)
- Payment details (if applicable)
- Garden Waste reference number (if you have subscribed previously from the same property)
- Details of your vehicle ie make, model and registration (for waste permits)
- Details of the Healthcare Professional if a clinical waste collection has been requested (name, contact and organisation).

For Assisted Collections we also ask for:

- your date of birth
- the number of residents at your address, their names and dates of birth (if applicable)
- the reason for the request for assistance

We collect information from:

- an online form (or paper one if you have requested assistance with your collections)
- your contact with our customer services department in person or by telephone

- the 24 hour payment line (if you have a garden waste reference number)
- the Commercial Waste Agreement (if applicable) or
- the Duty of Care Controlled Waste Transfer Note (if you have a Commercial Waste Agreement).

3. What is our lawful basis to obtain and use your personal information?

When we collect and use your personal information we rely on:

- **Consent** as you have given your consent to be contacted regarding our promotional campaigns. Should you no longer wish to volunteer for these campaigns then your consent can be withdrawn.
- **Contract** if you have a Commercial Waste Agreement with us
- **Public task** as the processing is necessary for us to perform our official function.

When we collect special category personal information for assisted collection requests we rely on:

- **Explicit consent** as you or your representative gave us explicit consent to enable us to provide you with assistance.

4. What is your personal information used for?

We collect and process information about you to enable us to carry out various functions in relation to the disposal and collection of your waste eg:

- to empty your bin(s) or repair/replace it should it be damaged
- to deliver a bin should it be requested
- to respond to any other request you have made e.g. assistance with your collection
- to manage any applicable payment(s)
- to respond to a complaint
- to contact you in relation to the renewal of your garden waste subscription
- to maintain any necessary contact with you eg service updates regarding mechanical failure with a vehicle or if you have volunteered information for a competition or an initiative
- to contact you for customer feedback or to offer waste related services or products offered by us that we feel may be of interest.

5. Will your personal information be shared?

If you have requested a waste permit we share your personal information with the contractor who manages our HWRCs otherwise we do not share it outside of Durham County Council without your permission.

6. How do we keep your information secure?

The security of your personal information is important to us. The records we keep about you are secure and are confidential within the Council. The Council have a range of procedures, policies and systems to ensure that access to your records are controlled appropriately.

Anyone who receives information from us is also under a legal duty to only use the information for the purposes agreed and keep the information secure and confidential.

The datacentres processing payment information comply with ISO27001 and ISO14001 and are PCI DSS Level 1 accredited. Payment data in storage is encrypted to ensure it is secure.

7. How long will we keep your personal information?

After we deliver a service to you, we have to keep your information as a business record of what was delivered. The type of service you receive will determine how long we have to keep your information.

Our corporate retention guidelines show how long we keep information for different services. Records relating to:

- waste collections are kept for two years beyond the creation/closure date of the record.
- Contaminated Waste Written Agreements are kept for three years.
- Commercial Waste documentation is kept for two years after the expiry of the contract.
- waste permits are returned to the Strategic Waste Team but destroyed securely immediately after use.
- customer records on the Customer Relationship Management (CRM) system are kept until the conclusion of their administrative use.
- payment details are not retained once a receipt has been issued.
- marketing information in relation to the council's waste related services are retained for four years.

8. Personal information processed outside of the European Union (EU)?

We do not process your personal data outside of the EU

9. Marketing

At no time will your information be used or passed to others for marketing or sales purposes, or for any commercial use without your express consent. What are your information rights?

Your Information Rights are set out in the law. Subject to some legal exceptions, you have the right to:

- request a copy of the personal information the council holds about you
- have any inaccuracies corrected;
- have your personal data erased;
- place a restriction on our processing of your data;
- object to processing;

To exercise your rights, you can apply on line or download an application form from the [DCC website](#) or you can contact the data protection team at inforights@durham.gov.uk

To learn more about these rights please see the [ICO website](#).

10. Further Information

Our Data Protection Officer (DPO) provides help and guidance to make sure we apply the best standards to protecting your personal information. If something goes wrong with your personal information, or you have questions about how we process your data, please contact our Data Protection Officer at DPO@durham.gov.uk or write to:

DPO
Floor 4 Room 143-148,
Durham County Council
County Hall,
Durham County Council
DH1 5UF

If we have not been able to deal with your query, you can also contact the Information Commissioner's Office:

Information Commissioner's Office
Wycliffe House
Water Lane Wilmslow
Cheshire
SK9 5AF
Telephone: 0303 123 1113 (local rate) or 01625 545 745