

Privacy notice for Waste, Recycling and Street Cleaning



Personal Data held by Client Services

In order to provide waste collection and recycling services and enforce Environmental Protection legislation, it is necessary for us to collect and hold personal information. This information may include:

- Basic personal information such as name, address, telephone number, email address
- Financial information
- Photographs and film images of individuals
- Information relating to complaints or incidents
- Evidence to form the basis of a prosecution for environmental offences such as flytipping

Who is processing your data?

All personal data held is processed in accordance with data protection law. For Client Services, Wychavon District Council is the data controller.

Why do we collect your information?

We collect your data in order to:

- Enable our contractors to deliver waste collection, recycling and street cleaning services to you
- Investigate any worries or complaints you may have about our goods or services
- Administer Fixed Penalty Notices for offences such as littering, fly-tipping and fly-posting and breaching conditions of Public Space Protection Orders (PSPOs)
- Investigate offences with a view to prosecuting for environmental offences
- Undertake Financial transactions; such as setting up direct debits for garden waste and commercial/bulky waste

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

The legal basis for processing the data is

- Public task: the processing is necessary for us to perform a task in the public interest or for our official functions, and the task or function has a clear basis in law
- Contract: you have entered into a contract with us. For example, if you have paid for the garden waste service, commercial waste service and/or a bulky waste collection

Who do we share your information with?

We may share your information with partner organisations, including:

- FCC, the contractors who provide our waste services
- Other departments within the Council
- West Mercia Police who assist with enforcement of PSPOs;
- The DVLA
- Her Majesty's Courts and Tribunals Service
- External Auditors and regulators

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 in accordance with our retention schedule. All information will be held securely and destroyed under confidential conditions.

What are 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 Data Protection Officer, Wychavon and Malvern Hills District Council shared Legal Service, Civic Centre, Queen Elizabeth Drive, Pershore, Worcestershire, WR10 1PT or via email, SAR@wychavon.gov.uk or SAR@malvernhills.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 Meesha Patel, Legal Services Manager at Wychavon and Malvern Hills District Council shared Legal Service, Civic Centre, Queen Elizabeth Drive, Pershore, Worcestershire, WR10 1PT

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/>

