



**WOKINGHAM
BOROUGH COUNCIL**

Privacy Notice Waste and Recycling Service

This notice, in conjunction with Wokingham Borough Councils overarching privacy statement, explains when as a service we collect personal information, what we use your data for, who has access, who we share it with, and what your rights are.

Who are we?

Cleaner and Greener
Wokingham Borough Council,
Shute End,
Wokingham,
Berkshire,
RG40 1BN

What is the lawful basis for processing the information?

The lawful basis for processing your information is necessary for compliance with a legal obligation and carrying out a public task. We will also be entering into a contract when you apply for our paid for services, and by your consent when you contact us to resolve any requests for service or complaints that you have. We adhere to the following legislation:

- Waste (England and Wales)(Amendment) Regulations 2012
- EU Waste Framework Directive

How do we collect information from you?

Information is collected from you as the service user via online web forms, hard copy documents, e-mail, by telephone or through face-to-face discussion. This information will be collected from either you directly as the data subject, or from a representative acting on your behalf.

What type of information is collected from you?

The service collects and processes a range of information about you. The information is provided to enable the Waste and Recycling Service to carry out its duty and functions, provide you with a service, and continue to make service improvements.

We will collect the following information: Surname, Forename, Title, Age, Address, Postcode, E-mail, Phone number. We may also record payment details via our Finance team if you have purchased additional waste bags through the year, or signed up to our garden waste scheme; and information relating to assisted collections if you require this service from us.

You will be informed of any other data we collect, that is not listed above, orally or through email at the time of collection of the data.

How do we use the information you have provided?

All information provided is used by Wokingham Borough Council for the purposes of providing you a waste and recycling service. This includes:

- Issuing you with your annual allocation of waste bags
- Managing collection of items, and missed collections

- Supplying you with additional or replacement recycling boxes
- Collection of monies owed to us by you whilst using the garden waste scheme, or when purchasing additional waste bags
- Signing you up to assisted collection and details of where to collect from
- Responding to general enquiries and other matters to ensure that requests for service are resolved
- Analysing statistical data for service development purposes (usually anonymised)

Who has access to the information about you?

Your information is managed by staff employed in the Waste and Recycling Service, and accessed by those involved in waste and recycling collection services. Your information may also be shared with officers from other service areas for assistance with these matters; such as the Councils Contact Centre. All personal data is stored securely; we have in place security which are intended to ensure, as far as possible, the security and integrity of all personally identifiable information.

Your data is stored securely on our systems and accessed only by authorised officers of Wokingham Borough Council by using their own Username and Password all created in-line with pre-defined user credentials. Personal data is also held in electronic files on the Councils network drives. These are only accessible through personal logon credentials and access privileges to specific drives.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our sites, any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access, and any exchanges of information carried out once we are in receipt of your data will be done securely.

Any personal data held in paper format is held in lockable filing storage, and accessed only by authorised officers, as is data held on audio or CD/DVD media. Data may be stored in paper form and is always secured in lockable cabinets when not in use. Access to Council sites is also secure requiring a person electronic pass (lanyard) to access staff only areas.

Who we may share your information with?

When contacting the Waste and Recycling Services to gain access to services, your information will be shared with other Council staff and Contractors to the extent required to provide you with the service you have requested. The Council shares your information with Veolia UK who are contracted on behalf of the Council to carry out its Waste and Recycling Services.

Where the Council engages third parties to process personal data on its behalf, they do so on the basis of written instructions, are under a duty of confidentiality, and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

To ensure that information is held continued to be held securely and that accuracy is maintained, there will also be instances where our system suppliers will need to access individuals personal information. This will be on a strict need to know basis and all contracts have confidentiality clauses built in.

The Council will not transfer your information to countries outside the European Economic Area (EEA) unless this is necessary, and only to countries which have sufficient safeguards in place to protect information.

Information will be shared internally if required for better performance and efficiency of Council services and the welfare of individuals.

Wokingham Borough Council may also share personal information with the police and other local authorities under Article 23 of the General Data Protection Regulations in order to prevent or detect crime.

How long do we store your information?

The duration that the Council will hold information, and what happens at the end of that period, are as described within the Councils corporate retention schedule available on our website: www.wokingham.gov.uk/council-and-meetings/information-and-data-protection/privacy-statement

Does the service utilise automated decision-making?

The Waste and Recycling Service does not utilise automated decision-making in the services that it provides.