



HILLINGDON

LONDON

DATA PROTECTION PRIVACY NOTICE FOR WASTE SERVICES

Why are we providing this Notice to you

The Council, in its capacity of Data Controller, holds certain information about you ('personal data') which it needs to process for the purpose of providing the waste services. This Notice is designed to give you information about the personal data we hold about you, how we will use it, your rights in relation to it and the safeguards that are in place to protect it.

Further information is contained in the Council's Generic Data Protection Privacy Notice which can be found on its website at the following link: www.hillingdon.gov.uk/privacy

What personal data do we hold

The types of data we hold and process will typically include:

Name
Address
Email address
Telephone number
Mobile telephone number
If you are in receipt of a state pension
If you require assistance (e.g. for the collection of bulky waste items)

Special Events

On an adhoc basis, the waste services team may carry out surveys to help inform us how residents and customers engage with the services provided. The information gathered is used to review performance and inform recommendations for service improvements. Respondents' personal data is anonymised where practical, and results reported cumulatively.

Examples of additional data include:

Number of people residing at the property
Age / gender / ethnicity of respondent
Services used, and frequency of use

What is our purpose for processing your personal data

We may need to use your personal data in order to ensure the efficient delivery of the following activities within the waste service:

Refuse and recycling collections
Bulky waste collections
Trade/bulk bin collections

Delivering recycling bags and other recycling containers
To assist with locating reported fly tipping or graffiti
Monitoring requests and complaints

If we intend to process your personal data for a purpose other than that for which the personal data was collected, we shall provide you details of that other purpose before we start processing your data.

What is the legal basis for our use of your personal data

- We need it to comply with a legal obligation

For how long will we hold your personal data

We will only keep your personal data for as long as we need to in order to fulfil the purpose[s] for which it is collected and for so long afterwards as we consider it may be required to deal with any questions or complaints about the service which we provide to you, unless we elect to retain your data for a longer period in order to comply with our legal and regulatory obligations.

Organisations that we may share your personal data with

The circumstances in which the Council may do this are set out in the Council's Generic Data Protection Privacy Notice.

Your rights

You have a right to access and obtain a copy of the personal data that we hold about you and to ask us to correct your personal data if there are any errors or it is out of date. In some circumstances, you may also have a right to ask us to restrict processing of your data until any errors are corrected, to object to processing or to transfer or [in very limited circumstances] erase your personal data. You can obtain further information about these rights from the Information Commissioner's Office at: www.ico.org.uk or via their telephone helpline [0303 123 1113].

If you wish to exercise any of these rights, please contact Jess Boeg. You also have the right to lodge a complaint in relation to this Privacy Notice or our processing activities with the Information Commissioner's Office, which you can do through the website above or their telephone helpline.

We may from time to time ask for further information from you. If you do not provide such information, or ask that the personal data we already hold is deleted or restricted, this may affect the service that we provide to you.

Updates

We may update this notice periodically. Where we do this, we will inform you of the changes and the date on which the changes take effect.

Contacting us

Please contact Jess Boeg, Quality Manager - Waste Services for further information:

jboeg1@hillington.gov.uk or tel: 01895 250034

Statutory Data Protection Officer

You may also contact our Data Protection Officer for further information:

Data Protection Officer
Legal Services
Civic Centre
High Street
Uxbridge
UB8 1UW

Email: DPO@hillingdon.gov.uk