

Privacy Notice for Waste Services

Service description

Waste service comprises of a range of functions including:

- Collection of recycling and waste through a private contractor, Veolia.
- Collection of clinical waste from households and pharmacies in the district.
- Provision of an assisted collection form households where the resident is incapable of taking their waste to the kerbside for collection.
- Removal of litter, detritus and weeds across the district's public areas.
- Removal of hazardous fly tipped waste such as asbestos and chemicals.
- Removal of abandoned vehicles reported in the district.
- Removal of large household items.
- Paid for garden waste collection service.

Processing activity

In order to provide a waste collection and cleansing service, it is necessary for us to collect and hold personal information about you. The information collected and held will vary and depend on the nature of the service. We will process personal information to:

- Deliver services to you.
- Manage the services we provide.
- Plan services.
- Train and manage the employment of our workers who deliver those services.

Information requirements

This information may include:

- Name
- Address
- Telephone number
- Email address
- Vehicle registration details
- Collection point within property boundary

Lawful bases

Our [lawful bases](#) for processing your personal information are:

- Consent (e.g. to be notified of bin collections by email)
- Necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller
- Necessary for the compliance with a legal obligation

Data Processors

We will only allow your personal information to be used by Council staff that needs it to perform their functions.

Data sharing

We have outsourced our collection and cleansing service to Veolia UK. This organisation collects and uses personal information on our behalf to provide services. We may need to supply your information to them in order to supply a service to you.

We may rely on a number of exemptions, which allow us to share information without needing to identify a lawful basis for the sharing and without needing to provide you with information about the sharing. Please refer to the Kent & Medway Information Agreement for further details on our sharing arrangements.

Retention

We **keep** your personal information for the minimum period necessary. The information outlined in this Privacy Notice will be kept for the financial year in which it is reported plus one full financial year from the date of the file closure unless exceptional circumstances require longer retention e.g. a pending court case. All information will be held securely and disposed of confidentially.

Please refer to our Corporate Privacy Notice at www.dover.gov.uk/privacy for further details of how we process your personal information and your rights.