

## **Privacy Notice - Waste and Recycling**

### **Who we are?**

Watford Borough Council (WBC)

WBC is the data controller under the Data Protection Legislation as we collect and process personal information about you in order to provide Waste and recycling services and meet our statutory obligations.

This notice explains why we ask for your personal information, how that information will be used and how you can access your records.

Any questions regarding our privacy practices should be sent to:

Data Protection Officer (DPO)  
Legal Services, Resources  
Hertfordshire County Council  
County Hall, Pegs Lane, Hertford, SG13 8DE

Postal Point: CHO150

Email: [watfordDP@hertfordshire.gov.uk](mailto:watfordDP@hertfordshire.gov.uk)

Tel: 01992 588099

### **What do we use the information for?**

We will only collect personal data about you where it is required for the purposes of administering access to this service. This will include your name, address, telephone number, email etc. together with information you have given us and information that we receive from third parties e.g. Landlords. The Council uses your personal information in order to meet its obligations under various UK laws in order to:-

- To provide efficient waste management services
- Comply with the statutory duty to collect and dispose of household waste
- To promote service improvements
- To respond to customer enquiries and complaints

We also offer the service of collecting clinical waste where information about the type of clinical waste (e.g. sharps, incontinent pads, dressings) will be recorded and stored for up to 18 months. This is to ensure we are able to carry out the service to collect clinical waste. for more information on how we process clinical waste please click [here](#).

## **On what grounds do we use the information?**

The primary legislation covering waste and recycling is contained in the:  
Legislation

- Environmental Protection Act 1990
- The Waste Electrical and Electronic Equipment Regulations 2013
- Directive 99/31/EC of 26 April 1999 on the landfill of waste
- Directive 2008/98/EC on waste (Waste Framework Directive 2008)
- Environmental Permitting (England and Wales) Regulations 2010

If you sign up to receive additional garden waste collections we will use your information to provide this service. We use your contact details to remind you when the annual renewal period is approaching.

## **How do we use this information?**

Your personal information will be treated as confidential but it may be shared with other Council services in order to ensure our records are accurate and up-to-date, and to improve the standard of the services we deliver. We will only use your information in ways which are permitted by the General Data Protection Regulation and the current UK Data Protection law. We have a Data Protection regime in place to oversee the effective and secure processing of your personal data. More information on this framework can be found on our website This authority has a duty to protect the public funds it administers, and may use information held about you for all lawful purposes, including but not limited to the prevention and detection of crime including fraud and money laundering. The Council may also use your information for the purpose of performing any of its statutory enforcement duties. It will make any disclosures required by law and may also share your information with other bodies responsible for detecting/preventing crime including fraud or auditing/administering public funds.

## **Who do we share your information with?**

The Council will also undertake to share information with the following where circumstances or law require

- Judicial Agencies e.g. Courts
- Police
- Health Agencies
- Internal Departments
- Our Waste Contractor Veolia. For more information about their privacy notice please visit their [website](#)
- Herts County Council
- Waste Aware (specific to real nappy starter pack applications)

- Euro label Printers Ltd (specific to sign up to chargeable garden waste service)
- Agile Applications (specific to sign up to chargeable garden waste service)
- Pay 360 Capita (specific to sign up to chargeable garden waste service direct debits)

We will not disclose your personal information to third parties for marketing purposes.

### **How long do we store it and is it secure?**

We will only keep your information for the minimum period necessary. The information outlined in this privacy notice will be kept by the council the necessary amount of time to be able to carry out the service. All information will be held securely and destroyed under confidential conditions.

### **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 tell us as soon as possible so that we can update your records.

### **Your rights**

You have certain rights under UK Data Protection law including:

- The right to be informed
- The right of access to your personal data
- The right of rectification (to have any inaccuracies corrected)
- The right of erasure (to have your records deleted)
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling

Further information about your rights is available on the website of the Information Commissioner's Office [www.ico.org.uk](http://www.ico.org.uk)

If you have a concern about the way that we are collecting or using your personal data, we ask that you contact us in the first instance. Alternatively, you can contact the Information Commissioner's Office.

### **Privacy relating to chargeable garden waste service**

If you have signed up for the chargeable green waste service (green bins) your name and address will be shared with Euro label printers, Veolia, Agile Applications and Pay 360 Capita. They are our nominated supplier of printed labels for bin identification, collection of the bins, administration of the customer database and direct debit payments. We will also share telephone numbers and email addresses with Agile Applications as they hold the customer database. Pay 360 Capita will also receive payment details to process Direct Debits.

The information is not used for any other purpose and isn't shared with any third parties. Details are stored on cloud based systems which are password protected and only accessible by Euro label printers, Watford Borough council, Veolia, Agile Applications and Pay 360 Capita.

Details are stored for a limit of 18 months at which point they will be destroyed.

### **Changes to this Privacy Notice**

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information. This Privacy was last updated in September 2021.