

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

The Council is committed to meeting its data protection obligations and handling your information securely. You should make sure you read and understand this notice before submitting your information to us or to any of our contractors including their sub-contractors via the online form.

### **Identity and contact details of the data controller**

Epping Forest District Council is a data controller pursuant to the General Data Protection Regulation (GDPR). This means that the Council decides how your personal data is processed and for what purposes. The contact details for the Council's Data Protection Officer are:

Data Protection Officer,  
Epping Forest District Council,  
Civic Offices,  
High Street,  
Epping,  
Essex, CM16 4BZ.  
(01992) 564180  
[dataprotection@eppingforestdc.gov.uk](mailto:dataprotection@eppingforestdc.gov.uk)

### **What information about you do we collect?**

The data we need to collect to provide you with the majority of our waste and recycling services includes your name, address, telephone number and e-mail address. In specific circumstances we also collect financial details to allow payment for applicable services (e.g. trade waste, special collections) and information about the number of people in your household (e.g. in order to receive a larger capacity bin).

Special category personal information, such as health data, may be required for assisted and/or clinical waste collections or in order to receive a larger capacity bin.

### **How will your information be used?**

The Council does not need, and does not use, information about you for routine bin collections. Information about you will only be used if you:

- report a missed collection
- order new, additional or replacement waste and recycling containers
- report missing or damaged containers
- request a collection of a bulky item
- apply for an assisted collection
- request our trade waste disposal and recycling services
- make a general service enquiry, comment or complaint

Or require any services provided by the Waste Management Team

## **How do we collect information about you?**

We collect your information from you directly by asking you to complete one of our online forms or if you telephone our customer service centre. We may also inadvertently collect images of you through use of CCTV cameras which are fixed onto our waste collection vehicles. These images are only collected for the purpose of Health and Safety, insurance and other legal matters and to monitor whether bins have been presented.

## **What is the legal basis for processing your personal data?**

6(1)(e) Public task. the processing is necessary for the data controller to perform a task in the public interest or for official functions and the task or function has a clear basis in law.

*Special category data includes information about race; ethnic origin; politics; religion; trade union membership; genetics; biometrics (where used for ID purposes); health; sex life; or sexual orientation and where applicable the additional legal basis for doing so is:*

N/A

Social Protection 9(2)(b). The processing is necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of employment and social security and social protection law. And Public Interest 9(2)(g). The processing is necessary for reasons of substantial public interest.

*Criminal offence data includes personal data relating to criminal convictions and offences, or related security measure and where applicable the additional legal basis for doing so is:*

N/A

The processing is necessary for the purposes of performing or exercising obligations or rights which are imposed or conferred by law on the controller or the data subject in connection with social protection, for administering justice, or for exercising statutory, governmental, other public functions and for the prevent and detection of unlawful acts and protecting the public against dishonesty.

## **Who will your information be shared with?**

We sometimes need to share your information within the Council, the Waste disposal Authority or with other organisations. We will only share your information when necessary and when the law allows us to, and we will only share the minimum information we need to.

In certain cases we may also share your information with other individuals and organisations, e.g. if you make a complaint to your Councillor and you have given them with written consent to act on your behalf. Sometimes it may be necessary to share your information without your permission, e.g. for the detection or prevention of crime or if the sharing would help with a safeguarding issue. Please be assured that the Council will never sell your information to anyone else.

## **Changes to this privacy notice**

This notice is kept under regular review to make sure it is up to date and accurate.

## **How long do we keep your personal data?**

The Council will keep your personal information in line with our retention policy which can be found here [link].

## **Your rights**

Under the General Data Protection Regulation, you have various rights as an individual that you can exercise in relation to the information that the Council holds about you. Information about these rights is available on the data protection page of the Council's website:

<http://www.eppingforestdc.gov.uk/contact-us/data-protection>

## **How to make a complaint**

If you are unhappy with the way in which your personal data is processed by Epping Forest District Council you should contact the Data Protection Officer in the first instance:

If you remain dissatisfied with the Council's processing of your personal data, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office

Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire,  
SK9 5AF.

<https://ico.org.uk/>