



Privacy Notice – Waste Collection

Who Will Be Responsible For My Data Once It Is Collected?

Warrington Borough Council will be responsible for the data once it is collected.

Why Do You Need My Information?

The Council does not need or use information about you for its routine waste and recycling collection service.

However, if you engage with the Council for other waste collection services such as those listed below, we will need your information in order to provide the service or respond to your query.

- 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.
- make a general service enquiry, comment, or complaint.
- if you apply for or renew a commercial waste contract.
- tell us a wheelie bin has been dumped somewhere.
- apply for a second black bin.
- apply for a garden waste subscription.

What Allows You To Use My Information?

The legal basis for processing your information in line with the General Data Protection Legislation is:

There are a number of legal reasons why we need to collect and use your personal information. For this service:

(i) Contract: you have entered into a contract with us. For example, if you have paid for the garden waste service or apply/renew a Commercial Waste contract.

(ii) Public task: the processing is necessary for us to perform a task in the public interest or for our official functions and the task or function has a clear basis in law for example collecting your waste/emptying your bins or responding to a query or complaint.

What Type of Information Will Be Processed?

Only information necessary for the required service will be processed.

- Address
- Phone Number
- Email Address

- Payment Information where there is a paid service such as green bin subscription.
- Bank/financial details where you are paying for a service or where we need to process a refund.
- Location of bins for an assisted collection
- Contact we have had with you, such as any correspondence and formal complaints.
- Access codes and keys for gated communities for the purpose of access to the bin store to empty the bins.
- Photographs of built up side waste at the side of bins or in bin stores for providing education and support.
- CCTV/Video footage from the waste and recycling collection vehicles for the purpose of the public and staff safety and crime prevention and detection.
- Sensitive personal data where you have provided this in support of an application for an assisted collection or additional residual bin.

Who Will My Information Be Shared With?

Our internal printing team may have access to your name and address for garden waste subscriptions if you subscribe to this service.

If you have a current subscription to the garden waste service, you will be provided with a sticker for the garden waste bin. This will have a unique customer reference number and your address only, so that collection crews can identify your green bin and show you have paid for the service. It will also be used if you have any queries about the service.

If you use the bulky waste service, we will share your personal data with our selected contractor who provides the bulky waste collections on our behalf.

Do I Have To Provide This Information And What Will Happen If I Don't?

The Council does not need and does not use, information about you for routine waste & recycling collections.

However, if you want another service from the council such as those listed under why do you need my information, we will need your information in order to respond to your request or query.

How Long Will You Keep This Data For And Why?

Data is only held as long as is necessary, unless superseded by statutory regulation, and disposed of securely when it is no longer needed.

We will keep your personal data and records for the duration of the service and for a period of six years from the date we no longer provide the service to you.

How Will My Information Be Stored?

The information will be stored on a secure database held by Warrington Borough Council.

What Rights Do I Have When It Comes To My Data?

Under the Data Protection Act 2018 (General Data Protection Regulation), you might have more rights about what happens with your data.

As different rights apply in different situations each request will be assessed on a case by case basis.

1. **Right of Access (formerly Subject Access Request)** - you have the right under the Data Protection Act 2018 (General Data Protection Regulation 2018) to request a copy of your information and to know what it is used for and how it has been shared. This is called the right of subject access.

To request a copy of your data or ask questions about how it is used, please look at our [webpages on Requests for Information](#).

2. **Right to be informed** – as detailed through this Privacy Notice.
3. **Right to rectification** – you have the right to have personal data rectified if it is inaccurate or incomplete.
4. **Right to erasure** – depending on the legal basis for processing your information, you could have the right to have personal data erased.
5. **Right to restrict processing** – depending on the legal basis for processing your information, you have the right to reduce or stop the processing of your data.
6. **Right to data portability** – depending on the legal basis for processing your information, you have the right to obtain and reuse any electronic data we hold about you.
7. **Right to object to processing** – where processing your personal information is required for the performance of a public interest task (see above), you have the right to object.

Who Can I Complain To If I Am Unhappy About How My Data Is Used?

If you are not satisfied with how your request has been dealt with, or if the information held about you is incorrect, you should email or write to Warrington Borough Council outlining your concerns.

If you then wish to make a complaint, then please contact us using one of the methods below: Use the [online complaints form](#).

- Email us at contact@warrington.gov.uk
- Phone us on: 01925 443322
- Write to us at: Warrington Borough Council, East Annexe, Town Hall, Sankey Street, Warrington, WA1 1UH

You also have the right to complain to the Information Commissioner's Office using the following details: -

The Information Commissioner's Office
Wycliffe House
Water Lane

Wilmslow
Cheshire SK9 5AF
Telephone: 0303 123 1113
Website: <https://ico.org.uk/>

Will This Information Be Used To Take Automated Decisions About Me?

No, we will not use your data to make any automated decisions.

Will My Data Be Transferred Abroad and Why?

No, your data will not be transferred abroad.