

Privacy Notice (How we use your information)

Waste and Recycling Services – privacy notice

The waste collection service is possibly one of the few services operated by the authority that impacts on all households in the borough as we have a duty to provide a collection service to all domestic properties. We also offer several different trade waste collection services to businesses and schools across the district. Examples of services we deliver include, but are not limited to:

- Domestic waste and recycling kerb side collections
- Bulky household waste collections
- Garden waste collections
- HWRC permit administration
- Assisted domestic waste collections
- Clinical waste collections
- Recycling advice
- Trade waste and recycling collections
- Issuing Duty of Care waste transfer notes
- On street litter bins
- Street cleaning

This Privacy Notice sets out how we use your personal information, in relation to the services listed above. 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 Kirklees Council.

The categories of information that we collect, process, hold and share include:

The personal information which we collect for most of our waste and recycling services includes:

- Name
- Address
- Telephone number
- Email address

In specific circumstances we also collect financial details to allow payment for applicable services (e.g. bulky waste collections, garden waste collections & Trade waste and recycling collections). We also collect information about the number of people in your household (e.g. in order to receive an additional bin). To effectively administer our HWRC tip permits we will collect your Vehicle Registration Mark (VRM).

Special category personal information, such as health data, may be required for assisted collections or to receive an additional bin on medical grounds.

Please note that we do not specifically request any other personal information, however, it is possible that additional personal or sensitive information may be included within any supplementary information which you send to us. We strongly advise that you read through, in full, any information before you send it to us to ensure that there is no additional personal or sensitive information included (other than that set out above).

Why we collect and hold this information

We use this personal information to:

- Provide you with feedback and updates about the service relating to your enquiry which includes but is not limited to missed bin collections, resident / customer complaints, changing the size of your bins and damaged containers.
- Provide you with the support you need to help us deliver our services which includes but is not limited to assisted collections, additional bins, and Brown bin renewals.
- Enable us to conduct specific functions for which we are responsible which includes but is not limited to delivery / removal of containers, issuing HWRC tip permits, assisted waste collections.
- Assess the quality of our services.
- Evaluate and improve our performance by contacting residents / customers for feedback.
- Derive statistics which inform decisions about future delivery of services which includes but is not limited to missed bin locations.

If you do not provide the personal information requested then we may be unable to fully investigate the issue/request, keep you updated and/or inform you of the outcome.

The lawful basis on which we use this information

Under Article 6 of the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- 6(1)(e) We need it to perform a public task
- 6(1)(b) The processing is necessary for a contract
- 6(1)(c) Legal obligation

Under Article 9 of the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for processing special category health related data is:

- 9(2)(g) reasons of substantial public interest (with a basis in law).

This lawful basis is underpinned by acts of legislation that dictate what actions can and should be taken by local authorities. This includes, but may not be limited to

- The Environmental Protection Act 1990 and the Controlled Waste Regulations 1992.
- Environment Protection (Duty of Care) Regulations 1991.
- Special Waste Regulations 1996.
- Local Government Act 2000 section 2.
- Equalities Act 2010.

Storing this information

We will hold any personal information about you securely.

Data related to the following services are stored on our software providers servers Whitespace Work Software who are ISO9001 Certified & ISO27001 Certified, as well as Bottomline Technologies and Microsoft Sharepoint who are also ISO27001 Certified, and will be held for 2 years:

- Domestic waste and recycling kerb side collections
- Bulky household waste collections
- Garden waste collections
- Assisted domestic waste collections
- Clinical waste collections
- Recycling advice
- Trade waste and recycling collections
- On street litter bins
- Street cleaning
- Complaints

We are currently reviewing the other services and updating our internal procedures with regards to retention of personal information and as such this Privacy Notice and associated retention schedules will be updated once this process has been completed. In the meantime, should you have any specific queries about the retention of your information you can email your query to CEIG@kirklees.gov.uk

Who we share this information with

We may sometimes share the information we have collected about you where it is necessary, lawful, and fair to do so. In each case we will only share the minimum amount of information, only when required, for the following reasons:

- To assess your application against the criteria and verify the information provided.
- To calculate fees associated with the service(s) provided.
- To deliver a service.
- To manage local authority performance.
- To verify Direct Debit payments.

We may routinely share this information with:

- Other services within the Council such as Councillor Enquiries, Housing, Public Protection, Public Health, Customer and Exchequer Services.
- Other partners such as APSE, Safer Kirklees, Highways England, and the Environment Agency.
- External software providers.

We may share details of the issue(s) which you have reported with external organisations, for example:

- Neighbouring Local Authorities
- West Yorkshire Combined Authority
- External contractors

We will not share your personal information with anyone else unless the law and our policies allow us to do so.

Your data protection rights

Under data protection law, you have several rights, including the right to have your records rectified and the right to ask for access to all the information the Council holds about you. These rights are listed in more detail on [Kirklees Council's data protection rights](#).

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at Data.protection@kirklees.gov.uk if you wish to make a request.

Further information

If you would like further information about how we manage your data, please see the [Kirklees Council privacy notice](#).

If you would like further information about this privacy notice, please contact: CEIG@kirklees.gov.uk

If you have any worries or questions about how your personal data is handled, please contact the Data Protection Officer at DPO@kirklees.gov.uk or by ringing 01484 221000.

You can also complain to the ICO if you are unhappy with how we have used your data. You can contact the ICO via the ['Contact us' page on their website](#), or by ringing 0303 123 1113.