

## **Privacy Notice (How we use your information)**

### **Operational Services – Trade Waste**

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

- Personal information (such as name, email, postal address and telephone contact numbers)

#### **Why we collect and hold this information**

We use this personal data in order to:

- Ensure the trade waste service is deliverable and the correct service items are collected.
- Provide you with feedback and updates about service relating to your enquiry;
- Provide you with the support you need to help us deliver our services;
- Enable us to carry out specific functions for which we are responsible;
- Assess the quality of our services;
- Evaluate and improve our performance;
- Derive statistics which inform decisions about future delivery of services.

#### **The lawful basis on which we use this information**

We collect and process information about you under Article 6 (1)(e) exercising official authority; for example, a public body's tasks, functions, duties or powers.

#### **Storing this information**

We will hold the information about you securely, and for as long as we provide your trade waste service and for a maximum of two years after.

#### **Who we share this information with**

We may routinely share this information with:

- Other services within the Council such as Public Protection, Public Health, Customer and Exchequer Services.
- Other partners such as Safer Kirklees, Highways England and the Environment Agency.

#### **Why we share this information**

We may share information within Kirklees Council and our partners in order to satisfy / conclude the reason(s) Operational Services were contacted in the first instance.

We do not share personal information about you with anyone else without consent unless the law and our policies allow us to do so.

#### **Further information**

If you would like further information about how we manage your data, please see the privacy notice for Kirklees Council at <http://www.kirklees.gov.uk/privacy>

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

If you have any worries or questions about how your personal data is handled, please call the Data Protection Officer at [DPO@kirklees.gov.uk](mailto:DPO@kirklees.gov.uk) or by ringing 01484 221000.