



West Lothian  
Council

## Privacy Notice – Recycling & Waste Services

### Our contact details

Name: Recycling and Waste Services

Address: Whitehill Service Centre, 4 Inchmuir Road, Whitehill Industrial Estate, Bathgate, EH48 2EP

Phone number: 01506 284610

Email: [David.cullen@westlothian.gov.uk](mailto:David.cullen@westlothian.gov.uk)

Notice completed October 2022

### The personal information we collect

We will collect personal information about you. This information may include, some of the following details, but not necessarily all:

- Your address – our system holds all addresses in West Lothian, but without further details of residents at that address.
- Your email address for the Bin Collection Calendar Dates - Postcode Lookup Service. This is to provide information on recycling, bin collection days, and to subscribe to email reminders.
- IP address, browser and type of mobile device when using Bin Collection Calendar Dates - Postcode Lookup Service and Waste Lothian Council Waste (Mobile App). This is to monitor usage, improve the experience and fix software defects.
- If someone at your address is eligible for an assisted take-out, requires a clinical waste uplift, or requires additional waste capacity, we will record that these are required at this address.
- The information you provided as part of any enquiry or survey, such as your address, telephone number and email address.

- Video images may be captured in passing CCTV recordings from vehicles, or from the fixed cameras at CRCs. These are used to ensure safe waste services are being delivered.
- Recycling Centre Booking System- your name, address, email address and Vehicle Registration.

## **How we get your personal information and why we have it.**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To allow us to deliver scheduled or one-off recycling & waste collections at your property.
- To allow us to show you your bin collection days and send email notifications reminding to put your bins out for collection.
- To allow us to send you service alert to notify of factors impacting collections such as alternative collection days on public holidays, delays and cancellations due to adverse weather, breakdown, strikes etc).
- To allow us to send you recycling information and education campaigns to help to recycle more and better.
- To allow us to provide assisted take outs and additional capacity bins
- To allow us to manage any enquiry you make.
- We have asked you to complete a survey and may contact you in association with the survey you have completed.
- To allow us to control access to the Recycling Centres.

We use the information that you have given us in order to provide the services you request and, if necessary, to contact you about those services.

We may also use your information to assist us to plan future services.

Under data protection law, the lawful bases we rely on for processing this information are:

We need it to perform a public task.

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

In processing a request to collect hazardous waste such as household chemicals, paint, mineral oil, etc., we are required to share your address and contact details with:

-  LOWMAC, our hazardous waste collector\*

\*Please note that our contractor may change in the future

- Recollect Ltd and GOSS our Website Providers

In the processing of the Postcode Lookup Service to check your bin collection days, and to subscribe to email reminders

\*Please note that our web provider may change in the future. To ensure continuity in the service your email address will be transfer to the new supplier. You will be notified of this in advance and will be given a reasonable period of time to unsubscribe from the system if you would not like for us to share your email address with the new supplier.

- CCTV

Access to CCTV recordings day-to-day will be restricted to staff who operate the system. CCTV recordings will only be disclosed if there is a legitimate reason to disclose them. Records may need to be disclosed for the following reasons:

- To the police, for the prevention and detection of crime;
- To the Scottish Environmental Protection Agency, to investigate waste crime;
- To a court for legal proceedings;
- To a solicitor for legal proceedings;
- To insurance companies for claims management

Where recordings have been disclosed or viewed by an authorised third party the council will keep a record of:

- When the images were disclosed;
- Why they have been disclosed;
- Any crime incident number to which they refer;
- Who the images have been viewed by or disclosed to.

Your information will not be shared with the public.

- Pentagull Ltd., who provide the cloud software service that manages our bookings\*

To process a booking to visit a Recycling Centre we will share your name, address, email address, phone number and vehicle registration with:

\*Please note that the software service provider may change in the future

We may also be required to share your information with the Scottish Environment Protection Agency to investigate waste crime.

## How long do we keep your information?

**Enquiry** - we will keep your information for a period of **six years** after resolution of your enquiry to help us with reporting and planning in the future.

**CCTV Images** - will be kept for a maximum period of 28 days, unless they are required for investigation purposes. Should this be the case they will be kept for three years.

**Bin Collection Calendar Dates - Postcode Lookup Service and Waste Lothian Waste (Mobile App)**– we will keep your information for the Postcode Lookup Service until customers no longer require email reminders and notifications and they unsubscribe from the Postcode Lookup Service or uninstall the app. Recollect Ltd will automatically delete data in a maximum of 90 days.

**Surveys** - We will keep your information for a period of **five years** after you complete the survey, although personal data captured is minimal.

**CRC Booking System** – following your booking date, we will delete your email address and phone number after 3 months, anonymise the data after 2 years and delete it after 3 years.

## Your rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

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.

To make a request please contact us at West Lothian Council, Whitehill Service Centre, 4 Inchmuir Road, Whitehill Industrial Estate, Bathgate, EH48 2EP

Email – [david.cullen@westlothian.gov.uk](mailto:david.cullen@westlothian.gov.uk)

## Providing accurate information

It is important that we hold accurate and up to date information about you. 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.

## Further information

If you have any questions or concerns about how your information is used, please contact us at the address above. You can also contact the Data Protection Officer, West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF, email: [DataProtectionOfficer@westlothian.gov.uk](mailto:DataProtectionOfficer@westlothian.gov.uk)

More information about data protection and how it applies to you, including how to make a complaint, is available from the [Information Commissioner's Office at https://ico.org.uk/](https://ico.org.uk/)

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113