# PRIVACY NOTICE – Recycling and Waste Services

## Our Contact Details

**Name:** Scott Anderson

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

**Phone Number:** 01506 280000

## YOUR PERSONAL INFORMATION AND HOW IT WILL BE USED

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

a) We have a contractual obligation.
b) We need it to perform a public task.

We will collect personal information about you to deliver our services.

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 basis we rely on for processing most of this information is: We need to perform our public task to uplift and dispose of waste. However, for bulky uplifts and garden waste permits we will enter into a contract with you.

We only keep information about you for as long as required. The table shows what information we collect, and how we manage this.

| For this activity: | We collect | From | Reason | Information retention | We will share this with |
|---|---|---|---|---|---|
| **Waste collection** | Address details | Ordnance Survey | Planning and managing the waste collection service | We will always hold up to date address details | None |
| **General enquiry / service request / complaint** | Contact details | You | Managing your request. Reporting and planning in the future. | For six years from enquiry completion | None |
| **Assisted take out / clinical waste uplift request** | Contact details and eligibility information, Referrer details | You / NHS | Delivering the service you requested | Until you no longer require the service | None |
| **Health and Safety** | CCTV images | Vehicle CCTV<br><br>CCTV at recycling centres | Ensuring a safe waste delivery service | For up to 30 days if no investigation | None |
| | | | | For three years if involved in an investigation | Police for the prevention and detection of crime<br><br>Scottish Environmental Protection Agency, to investigate waste crime<br><br>Courts for legal proceedings<br><br>Solicitors for legal proceedings<br><br>Insurance companies for claims management |
| **Bin collection reminder service** | Email address | You | Delivering the service you requested and providing | Until you unsubscribe | Our website provider for system support |

| For this activity: | We collect | From | Reason | Information retention | We will share this with |
|---|---|---|---|---|---|
| | | | waste and recycling information | | |
| **Customer Surveys** | Email address | You | Contacting you | Five years | None |
| **Recycling Centre Bookings** | Contact details<br><br>Vehicle details | You<br><br>You | Delivering the service, you requested and managing your booking and any appeals. Issuing a follow up survey after your visit. | Email address is kept for three months. After two years name, address and vehicle data is removed and record anonymised. Full record deleted after three years. | Our booking system provider for system support.<br><br>Our ANPR provider to enable vehicle access. |
| **Hazardous waste collection** | Contact details | You | Delivering the service, you requested | For six years from enquiry completion | Our hazardous waste collector |
| **Garden waste permit** | Contact details<br><br>Address<br><br>Payment details | You | Delivering the service, you requested and managing your permit. Reporting and planning in the future. | Six years after issuing your permit | Our permit system provider |
| **Bulky uplifts** | Contact details<br><br>Address<br><br>Payment details | You | Delivering the service, you requested and managing your booking. Reporting and planning in the future. | For six years from enquiry completion | None |

## YOUR RIGHTS

Under data protection law, you have rights including:

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|---|---|
| **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 limited 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 contact us using the contact information at the start of this document.

## PROVIDING ACCURATE INFORMATION

It is important that we hold accurate and up to date information about you in order to deliver our services. 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

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/

**The Information Commissioners address:**

Information Commissioner's Office
Wycliffe House, Water Lane
Wilmslow, Cheshire
SK9 5AF
Helpline number: 0303 123 11133