

Waste Services

Privacy Notice (How we use your information)

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

- personal information (such as name, address, contact information)
- financial transaction details (such as credit/debit card payments. Please note card details are not stored once a transaction takes place)
- household make-up such as number in household
- medical status (to show requirements for clinical/ medical waste collections or Radar keys)
- Council Tax Reduction Benefit numbers where required for a concessionary service
- vehicle registrations where required for abandoned vehicles investigations or environmental crime enforcement such as littering from vehicles
- photographs of waste related issues such as contaminated or wrongly positioned bins

Why we collect and use this information

We use your data to:

- enable us to carry out specific functions for which we are responsible including collection of household waste and medical waste
- communicate information about the services to you by email or post
- enable us to assess your application for non-standard refuse collections such as a larger waste bin or a “pull-out” service
- derive statistics, such as number of missed bins or street cleansing complaints which inform decisions such as level of resources required.
- provide statistics to Government departments e.g. Department for Environment Food & Rural Affairs (DEFRA)
- take enforcement action against abandoned vehicles.
- take enforcement action against environmental crimes such as fly-tipping, littering, dog fouling.

The lawful basis on which we use this information

We collect and use this information in order to carry out statutory functions under the Environmental Protection Act 1990, the Clean Neighbourhoods and Environment Act 2005 and the Removal, Storage and Disposal of Vehicles Regulations 2008

Collecting this information

Whilst the majority of the information you provide to us is mandatory, some of it is provided to us on a voluntary basis. In order to comply with the data protection legislation, we will inform you whether you are required to provide certain information to us or if you have a choice in this.

Storing this information

We hold your data for up to three years after your latest request for service, correspondence or enquiry and for six years after any enforcement case is closed.

Who we share this information with

We routinely share information with:

- Our refuse and recycling contractor, currently Urbaser
- Kent Police where it relates to enforcement action
- Driver & Vehicle Licensing Agency, DVLA, where it relates to enforcement action

Why we share this information

We share data with Urbaser to enable us to fulfil our statutory duties with regards waste collection.

Data collection requirements

To find out more about the data collection requirements placed on us by DEFRA (Department for Environment, Food & Rural Affairs) go to www.gov.uk/government/collections/waste-and-recycling-statistics.

Requesting access to your personal data

Under data protection legislation, you have the right to request access to information that we hold about you. To make a request for your personal information please contact Adrian Stanfield, the Council's Data Protection Officer at foi@tmbc.gov.uk.

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have personal data rectified, blocked, erased or destroyed; and
- claim compensation for damages caused by a breach of the Data Protection regulations

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

Further information

If you would like further information about this privacy notice, please contact Adrian Stanfield, the Council's Data Protection Officer at foi@tmbc.gov.uk.

The Council collects and uses personal information for a number of purposes across all of its departments and functions. To find out more about how the Council uses the personal information it collects, please refer to the Corporate Privacy Notice www.tmbc.gov.uk/privacy-notice

Last updated 3 Dec 2020