

**Privacy Notice
Durham County Council
Waste Disposal and Recycling**

1. Who we are and what we do

Durham County Council
Waste Disposal and Recycling

The **Refuse and Recycling Team** is responsible for:

- collecting rubbish, recycling and bulky waste from households and commercial properties in County Durham and
- collecting garden waste if you subscribe to the service.

When required they can also provide assistance with:

- putting your bin out if you are experiencing difficulties and don't have anyone to help you and
- collecting clinical waste when requested by a Healthcare Professional.

The **Strategic Waste Team** is responsible for:

- managing and maintaining the Household Waste Recycling Centres (HWRC) within the county
- issuing permits where required eg.
 - if you visit the HWRC with a van, pickup, minibus or are towing a trailer
 - for hazardous waste
- promotional campaigns e.g. Food Waste Saver Challenge where residents voluntarily sign up to participate.

For the purposes of Data Protection, Durham County Council is the Data Controller for your information.

2. What type of personal information do we collect and how do we collect it?

We collect the following personal information about you:

- Your name, address and contact details (telephone number and/or email address)
- Payment details (if applicable)
- Garden Waste reference number (if you have subscribed previously from the same property)
- Details of your vehicle ie make, model and registration (for waste permits)
- Details of the Healthcare Professional if a clinical waste collection has been requested (name, contact and organisation).

For Assisted Collections we also ask for:

- your date of birth
- the number of residents at your address, their names and dates of birth (if applicable)
- the reason for the request for assistance

We collect information from:

- an online form (or paper one if you have requested assistance with your collections)
- your contact with our customer services department in person or by telephone
- the 24 hour payment line (if you have a garden waste reference number)
- the Commercial Waste Agreement (if applicable) or
- the Duty of Care Controlled Waste Transfer Note (if you have a Commercial Waste Agreement).

3. What is our power to obtain and use the personal data?

When we collect and use your personal information we rely on:

- **Consent** as you have given your consent to be contacted regarding our promotional campaigns. Should you no longer wish to volunteer for these campaigns then your consent can be withdrawn.
- **Contract** if you have a Commercial Waste Agreement with us
- **Public task** as the processing is necessary for us to perform our official function.

When we collect special category personal information for assisted collection requests we rely on:

- **Explicit consent** as you or your representative gave us explicit consent to enable us to provide you with assistance.

4. What is your personal information used for?

We collect and process information about you to enable us to carry out various functions in relation to the disposal and collection of your waste eg:

- to empty your bin(s) or repair/replace it should it be damaged
- to deliver a bin should it be requested
- to respond to any other request you have made eg. assistance with your collection
- to manage any applicable payment(s)
- to respond to a complaint
- to maintain any necessary contact with you eg if you have volunteered information for a competition or an initiative.

5. Will your personal information be shared?

If you have requested a waste permit we share your personal information with the contractor who manages our HWRCs otherwise we do not share it outside of Durham County Council without your permission.

6. How do we keep your personal information secure?

The security of your personal information is important to us. We follow a range of security policies and procedures to control and safeguard access to and use of your personal information. The datacentres processing payment information comply with ISO27001 and ISO14001 and are PCI DSS Level 1 accredited. Payment data in storage is encrypted to ensure it is secure.

7. How long will we keep your personal information?

After we deliver a service to you, we have to keep your information as a business record of what was delivered. The type of service will determine how long we have to keep it. Our corporate retention guidelines show how long we do this for different services. Records relating to:

- waste collections are kept for two years beyond the creation/closure date of the record.
- Contaminated Waste Written Agreements are kept for three years.
- Commercial Waste documentation is kept for two years after the expiry of the contract
- Waste permits are returned to the Strategic Waste Team but destroyed securely immediately after use
- Customer records on the Customer Relationship Management (CRM) system are kept until the conclusion of their administrative use.
- Payment details are not retained once a receipt has been issued.

8. Is your personal information processed outside the European Union?

We do not process your personal information outside of the EU.

9. Marketing (if applicable)

At no time will your information be passed to organisations external to us and our partners for marketing or sales purposes or for any commercial use without your prior express consent.

10. What are your Information Rights?

Your Information Rights are set out in the law. Subject to some legal exceptions, you have the right:

- to have any inaccuracies corrected
- to have your personal data erased
- to place a restriction on our processing of your data
- to object to processing and
- to request your data to be ported (data portability).

If you wish to exercise your information rights, please contact the Data Protection Officer at DPO@durham.gov.uk or alternatively write to DPO, Room 143-148, Floor 4, County Hall, Durham County Council, DH1 5UF.

You also have the right to request a copy of the personal information the council holds about you. To do this, you can apply online or download an application form from the [DCC website](#) or you can contact the data protection team at dataprotection@durham.gov.uk.

To learn more about these rights please see the [ICO website](#).

If something goes wrong with your personal information, or you have questions about how we use it, please contact the Data Protection Officer at DPO@durham.gov.uk or by calling 03000 268050. If we have not been able to deal with your complaint, you can also contact the [Information Commissioner's Office](#)

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

Telephone: 0303 123 1113 (local rate) or 01625 545 745

Fax: 01625 524 510