

Privacy Notice for Waste & Recycling

Introduction

This notice is provided within the context of the changes required by the EU General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA).

This document will therefore be subject to ongoing review to ensure it continues to align with the requirements of all applicable legislation.

Service description

It is necessary and a statutory requirement for Thanet District Council to collect household waste and recycling from all registered properties across the Thanet district. We also collect commercial trade waste, green waste, food waste and clinical medical waste, which are non-statutory services.

Processing activity

We will collect enough personal information in order to provide you with services for the following purposes.

- Rubbish Collections
- Recycling Collections
- Food Waste Collections
- Garden Waste Collections
- Commercial Waste Collections
- Domestic Clinical and Medical Waste Collections
- Commercial Clinical and Medical Waste Collections
- Bulky Household Waste Collections
- Littering - anyone who is caught littering can receive a Fixed Penalty Notice (fine)
- Fly-tipping - you can receive a Fixed Penalty Notice for fly tipping
- Fly-posting - you can receive a Fixed Penalty Notice for fly-posting
- Dog-fouling - you can receive a Fixed Penalty Notice for dog fouling
- Graffiti - you can receive a Fixed Penalty Notice for graffiti

Information requirements

This may include the following information from you and any other person in your household:

Name, Address, Date of birth, Telephone number, Email address and Health information

Lawful basis for processing your information under GDPR

According to the General Data Protection Regulations (GDPR) and the Data Protection Act 2018, we must have a reason to collect and use your information.

This will be:

- To deliver services and support you
- To enable us to manage the services we provide
- To train and manage our workers who deliver those services
- To investigate any worries or complaints you may have about our goods or services
- To check the quality of our goods and services
- To help with research and planning of new services.

There are a number of legal reasons why we need to collect and use your personal information. For this service:

(i) Contract: you have entered into a contract with us. For example, if you have paid for the garden waste service

(ii) Public task: the processing is necessary for us to perform a task in the public interest or for our official functions, and the task or function has a clear basis in law.

Our service also needs to use sensitive personal data also called “special category data” which requires more protection to keep it safe. This is often information you would not want to be widely known and is very personal to you. It includes:

- Physical or mental health - Clinical Waste Collections
- Criminal history - Criminal prosecutions

We will take extra care of this data. The legal reason for us to collect and use this personal information is:

(a) It is necessary to perform our statutory duties. Thanet District Council has a legal duty under the Environmental Protection Act 1990 to collect household waste.

(b) it is necessary for legal cases, for example, littering or fly-tipping

Retention Period

How long we keep information about you

We will retain general information for 6 years as specified in Code of Practice on Records in accordance with the s46 Freedom of Information Act 2000.

We will retain enforcement files for 6 years in accordance with s.2 of the Limitation Act 1980.

We will retain PACE notebooks used in the process of collecting evidence in fly-tipping for 6 years in accordance with the Police and Criminal Evidence Act 1984.

Further information

If you have a concern about how we are using your information, we would ask you to contact us in the first instance using the address below:

Head of Operational Services
Waste and Recycling
Thanet District Council
PO Box 9

Cecil Street

Margate

Kent
CT9 1XZ

Data sharing

Who we may share your information with

We use a range of organisations to either store personal information or to help deliver our services to you. Sometimes we have a legal duty to provide your personal information to other organisations, for example the court service or HMRC.

We may also share your personal information with these organisations

Thanet District Council's Enforcement teams

- Thanet District Council and East Kent Housing teams
- Thanet District Council's and Civica Customer services team
- Kent County Council
- Other District and Unitary Authorities
- Police
- Solicitors and Barristers
- HM Court service
- Enforcement Agents
- Kingdom Group Limited - who issue Fixed Penalty Notices on behalf of the Council

Your information will not be disclosed to any other organisations, except where we are required and allowed to by law.

Your rights

Accessing the information we hold about you

You have the right to request, in writing, details of the information that is held about you and

also the right to access a copy of the information. This may be by the Council providing copies of documents or by inviting you to view the records at one of its offices, if appropriate. Please see our webpage for further information about how to make a subject access request.

Sometimes there may be information that we are not allowed to show you, such as

- legal information or advice
- crime prevention and detection records
- information that we believe may be harmful to you and your well-being
- details about or provided by other people – this is called third party information (for example, information from the Police or Department for Work and Pensions)

You may also ask us to

- stop processing your information if this causes or might cause damage or distress
- stop processing your information for direct marketing
- make decisions about you using your information by automated means (for example, using computers to decide on an entitlement)
- amend any of your data which you feel is inaccurate. You can also ask for information to be blocked, erased or destroyed.
- transfer your information electronically to another service provider.
- consider a claim for compensation for any damages caused by a breach of the Data Protection regulations.
- If you give consent for us to use your information, you may withdraw this at any time. However, this may affect our ability to continue to provide you with a service.

Complaints

If you wish to complain about how we are processing your personal information please contact:

The Data Protection Officer
Thanet District Council
Cecil Street,
Margate
CT9 1XZ

Email: dataprotection@thanet.gov.uk

Tel: 01843 577000

You also have the right to complain to the Information Commissioner's Office, at:

The Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Phone: 0303 123 1113 or 01625 545745

Website: www.ico.org.uk

