

## **Privacy Notice – Waste & Recycling Assisted Collections**

New Forest Waste & Recycling are committed to protecting and respecting your privacy. For the purpose of the 2018 General Data Protection Regulation, the data controller is New Forest District Council, Appletree Court, Beaulieu Road, Lyndhurst, SO43 7PA. You can contact the Councils Data Protection Officer at [data.protection@nfdc.gov.uk](mailto:data.protection@nfdc.gov.uk)

### **Why we need to process your personal information...**

- To ensure the correct performance of the assisted collection service. This ensures we deliver the service, efficiently and safely, to those residents who register for this service.
- To ensure the crew can identify your property and collect from waste and recycling from an agreed location.
- To ensure we can contact you in future to update our records.

### **What information do we need to collect?**

The information we collect includes; name, postal address, preferred contact method email or mobile number. We also need to know where waste and recycling will be left for collection.

### **We will use your information to;**

- Register your property on our system to ensure that the crews collect waste and recycling from the agreed location.
- Communicate with you regarding changes or updates to the back door collection service.
- Update the NFDC customer relationship management system to enable customer service staff to deal with any associated enquiry.

We WILL NOT share your information with any external party for marketing or promotional purposes.

### **What are the legal grounds for processing your information**

- a. Where it is in the public interest to do so;
- b. In order to perform a contract ;
- c. Where it is in the legitimate interest of NFDC to do so;
- d. With your consent or explicit consent. For example when dealing with sensitive issues, such as health related matters.

### **Who has access to your information?**

New Forest District Council Waste & Recycling staff

New Forest District Council Customer Service staff

Status Computers – 3rd party CRM supplier

**How long will we keep your information?** – Until the service is no longer required at the address in question.

### **Information we may collect from you whilst you are using our web services**

We may collect information about your computer including your IP address, traffic data, location data, weblogs and other communication data operating system and browser type, for system administration. This is statistical data about our users' browsing actions and patterns.

For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. They help us to improve our site and to deliver a better and more personalised service. To find out more about cookies visit;  
<http://www.newforest.gov.uk/article/12727/Cookies-Policy>

### **Where we store your web based personal data**

All information you provide to us is stored on our secure servers. We take every precaution to ensure data is safe and secure however we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we use strict procedures and security features to try to prevent unauthorised access.

### **Your rights**

If you feel that your data has been misused or compromised in any way it is your right to make a complaint for investigation to the Information Commissioners Office. The contact details are below -

Information Commissioner – <https://ico.org.uk/>

Telephone helpline – 0303 123 1113

Email – [casework@ico.org.uk](mailto:casework@ico.org.uk)

### **Further information**

For further general information plus information on access, portability, withdrawal of consent, correction, restriction, objection and notification see New Forest District Councils 'Information Rights Policy'; at  
<http://www.newforest.gov.uk/article/18215/GDPR>