

Privacy Notice – Remind Me text messaging service

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

Why we need to process your personal information...

- So we can establish the correct glass collection round details for your address and send to a text message to remind you to put your glass out on the correct day.

What information do we need to collect?

The information we collect includes; name, postal address and mobile telephone number.

We will use your information to;

- Establish your collection day based on your postal address.
- Send a text message to your mobile phone the evening before your scheduled collection.
- Send you text messages regarding emergencies situations that may affect our ability to collect your refuse, for example vehicle breakdowns or severe weather.
- Send you text messages about scheduled changes to refuse collections, for example public holidays such as Christmas & New Year.
- Communicate with you changes or updates to the Remind Me text messaging service.

We may need to share your information with our service providers, associated organisations and agents for the above purposes. We WILL NOT share your information with any external party for marketing or promotional purposes.

Who has access to your information?

New Forest District Council Waste & Recycling staff, ICT Department, and service software providers

How long will we keep your information?

We keep your data until you unsubscribe from the text messaging service.

How do you unsubscribe?

You can unsubscribe from the service by texting GLASS STOP to 81025. This will stop the text messages being sent, but will not remove your details from the Councils Remind Me database. If you wish to remove your data from the Councils database you can email remind.me@nfdc.gov.uk or contact customer services 023 8028 5000

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

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'; ask at Reception for a hard copy or it is available electronically at
<http://www.newforest.gov.uk/article/18215/GDPR>