

## Waste Management and Recycling Services Privacy Notice

Our core data protection obligations and commitments are set out in the Council's Corporate Privacy Notice and on our website at [Data Protection – Privacy Notice](#).

This notice provides additional privacy information for individuals who engage with the Waste Management and Recycling Service.

### Purpose(s)

We collect your personal information for the following purpose(s):

- For the purpose of assessing your application for additional services such as assisted collection, bulky waste collection etc;
- To provide you with our additional waste collection services, such as assisted bin collection, bulky waste collection etc;
- To provide a trade waste collection service to businesses who request and pay for the service;
- To respond to service requests and complaints regarding our domestic waste services (including additional services such as assisted bin collection etc) and trade waste services;
- Creating aggregated, depersonalised (anonymisation) data and statistics which may be shared internally and with external stakeholders who have a role in supporting waste and recycling services or for carrying out research and analysis. Individuals cannot be identified using this data.

### Categories of Personal Data

In order to carry out these purposes we collect and obtain:

- Name;
- Address;
- Contact details (email address, telephone number(s));
- Full address of business premises (if wishing to set up a trade waste account).

### Special Category Data

We may also collect special category personal data that may include:

- Health data, for example, any disabilities/additional needs or illnesses that means an assisted waste collection or additional waste capacity is required.

### Legal Basis for Processing

We collect and use your personal information because:

- It is necessary for the performance of a contract to which you are a party or in order to take steps at your request prior to entering into a contract under GDPR Article 6(1)(b);

- It is necessary under GDPR Article 6(1)(e) for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Council; or
- You have given your consent under GDPR Article 6(1)(a).

If you fail to provide certain information when requested, we may not be able to provide the service to you or we may be prevented from complying with our legal obligations.

We also collect special category under GDPR Article 9(2)(a), where you have given your explicit consent.

### **Where has your personal information come from?**

The personal information that we hold is provided by you in your application and the supporting documents you provided with it.

### **Who will we share your information with?**

We may collect and share personal information about you with the following types of organisations:

- Other Tameside Metropolitan Borough Council Services;
- Commissioned partners e.g. a charity or other organisation that we ask to provide services on our behalf and other voluntary and private sector organisations who assist in delivering our service. This includes, but is not limited to, the third party provider of Tameside Council's in-cab software for managing assisted collections, or other additional collection services;
- Central Government Departments (e.g. DEFRA);
- Greater Manchester Combined Authority (GMCA);
- Other Local Authorities.

### **How long we will keep your data for and why?**

We will only retain information for as long as it is necessary to provide services to you and/or for as long as required by us in order to comply with statutory retention periods.

### **Transferring data outside the European Economic Area (EEA)**

Your information is not processed outside of the European Economic Area.

### **Your rights**

Information about exercising your rights can be found on the council's website [Exercising Your Individual Rights](#).

### **Security**

We use appropriate technical, organisational and administrative security measures to protect any information we hold in our records from loss, misuse, and unauthorised access, disclosure, alteration and destruction. We have written procedures and policies, which are regularly audited, and the audits are reviewed at senior level.

## Data Protection Officer

If you have any questions or concerns about how we use your personal information, please contact the Data Protection Officer at [information.governance@tameside.gov.uk](mailto:information.governance@tameside.gov.uk) or by calling 0161 342 8355.

## Automated Decisions

For this service, all the decisions we make about you involve human intervention.

## Updates to Privacy Notice

We may update or revise this Privacy Notice at any time so please refer to the version published on our website for the most up to date details on our [Data Protection page](#).