

Privacy Notice – Waste and Recycling

This notice sets out how Eastleigh Borough Council (EBC) uses and protects any information that you give for the purpose of dealing with enquiries and complaints regarding the provision of statutory waste and recycling household collections (includes garden, glass, clinical, bulky and assisted lift collections.)

Eastleigh Borough Council (EBC) is committed to protecting and respecting the privacy of your personal data. As a registered Data Controller (Reg. no. Z7118863) we comply with the General Data Protection Regulations 2018 (GDPR). Our full privacy notice can be found at www.eastleigh.gov.uk/privacy.

Why do we need your personal information?

Domestic Waste & Recycling

Category of personal data we may request includes:	Purpose of requesting information:
<ul style="list-style-type: none"> • Name • Address • Contact details • Evidence for bin upgrades (e.g. birth certificates etc.) • Payment details for new bins or garden and bulky waste services etc. (credit/debit card details or bank details for direct debit) • Benefits number • Age and medical details where needed for assisted lift or clinical waste collections • Details of healthcare professional authorising clinical waste collection and providing details of type of waste to be collected • Signature • Images collected through use of CCTV on our fleet vehicles 	<ul style="list-style-type: none"> • To empty your bin(s) and repair/replace by ordering new, additional or replacement waste bins (domestic waste, recycling, glass and garden) • To assess bin upgrade requests • To check eligibility and provide clinical waste and assisted lift services • To provide a bulky waste service and check eligibility for a reduction in the fee • To respond to any other requests, complaints, queries you have made • Images collected by CCTV will only be used for the purposes of performance monitoring, investigating disputes and complaints, and monitoring whether bins have been presented.
<p>Who we may share your data with includes but is not limited to:</p>	<ul style="list-style-type: none"> • Customer Services • Benefits team to assess eligibility for discounted bulky waste service • Waste crews • Applicants • Other relevant Council teams • Other relevant organisations to prevent crime • Fleet Clear (CCTV supplier)

	<ul style="list-style-type: none"> • Internal audit
Lawful basis for using your personal data:	<ul style="list-style-type: none"> • Article 6 (1) (e) - Public Task • Article 6 (1) (b) - Contract (bulky & garden waste) • Article 6 (1) (c) - Legal obligation • Article 6 (1) (a) – Consent (assisted lift)
Lawful basis for using your special personal data:	<ul style="list-style-type: none"> • Article 9 (2) (g) – Substantial public interest • Article 9 (2) (i) - Public Health (Clinical waste) • Article 9 (2) (a) – explicit consent (assisted lift & clinical waste)

Who we might share your information with

Your personal information will be treated as confidential, but it may be shared with other Council services in order to provide services, meet our legal obligations as a Local Authority, ensure our records are accurate and up-to-date and improve the standard of the services we deliver. It may also be shared with external organisations involved in delivering services on our behalf where the Council has a lawful basis to do so. We will only use your information in ways which are permitted by the General Data Protection Regulation and the UK Data Protection law.

- The Council has a duty to protect the public funds it administers and may use the information you have provided or share it with other bodies for the purpose of preventing and detecting fraud. This includes participation in the Cabinet Office [National Fraud Initiative](#).
- We will NOT use your personal data for marketing products or services.

How long we keep your data?

We retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purpose of satisfying any legal, accounting or reporting requirements or to fulfil statutory obligations. Full information regarding retention periods for the different types of data can be found on our website in the [retention and disposal](#) schedule.

Data Protection Officer

If you wish to ask us anything about data protection, ask for a copy of your data or you have a complaint about how we have used or looked after your data, you can contact our Data Protection Officer at:

Data Protection Officer
Eastleigh Borough Council
Eastleigh House
Upper Market Street
Eastleigh SO50 9YN
Email: DP@eastleigh.gov.uk

For more information on Data Protection in general, or if you wish to make a complaint relating to how your personal data has been used, please contact:

The Office of the Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AX

Website: www.ico.org.uk

Email: casework@ico.org.uk