

Privacy Notice

Garden Waste

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

Why we need to process your personal information

- To ensure the correct performance of the garden waste collection service. This enables us to deliver the service correctly, efficiently and safely
- To enable the collection crew to collect the correct garden waste bag(s)
- To ensure we can contact you about any changes or updates to the garden waste collection service
- To enable us to keep our records up to date.

The information we collect from you

The information we collect includes; name, postal address, preferred contact method- email address or telephone number. if you are signing up to the garden waste collection service by direct debit we will also require your bank details.

We use your information to:

- register your property on our system
- ensure that the crews collect the garden waste bag(s) from the correct household
- contact you about any changes which may affect the delivery of our service to you including changes to collection days and collection closure. We may contact you by telephone, email, text message, mobile application, post or other means
- contact you if your membership is nearing expiry
- inform you of any price increases
- communicate with you via electronic format if we introduce a text or email reminder service
- ensure our compliance with Duty of Care requirements

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.

The legal grounds for processing your information

- Where it is in the public interest to do so
- In order to perform a contract
- Where it is in the legitimate interest of New Forest District Council to do so
- With your consent or explicit consent, for example when dealing with sensitive issues.

The departments that can access your information

- New Forest District Council Waste & Recycling staff
- New Forest District Council Customer Services staff
- New Forest District Council Information Communication Technology Department
- Service software providers.

The length of time your information will be stored for

We keep your information for as long as you are a garden waste collection service subscriber, and for five working days after expiry/cancellation of your subscription.

Other information we may collect from you whilst you are using our web services

For our system administration 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

This is statistical data about our users' browsing actions and patterns.

We may also obtain information about your general Internet usage by using a cookie file, which is stored on the hard drive of your computer. Cookies help us to improve our site and to deliver a better and more personalised service.

You can find out more about cookies at

newforest.gov.uk/article/12727/Cookies-Policy

Where your web based personal data will be stored

All information you provide to us is stored on our secure servers. We take every precaution to ensure your information is safe and secure however we cannot guarantee the security of the information you transmit 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 information has been misused or compromised in any way it is your right to make a complaint for investigation to the Information Commissioners Office using the contact details below.

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

Telephone helpline - **0303 123 1113**

Email - casework@ico.org.uk

Further information

Our 'Information Rights Policy' document provides general information including information on access, portability, withdrawal of consent, correction, restriction, objection and notification.

You can access an electronic version of 'Information Rights Policy' document using the link below newforest.gov.uk/article/18215/GDPR

Hard copies are also available to view at our information Offices.