**Privacy notice for Bin Collections South Norfolk App**

**What this document is for**

This privacy notice provides details on how we; South Norfolk Council (SNC) use your personal information when using Bin Collections South Norfolk App.

By ‘use’ we mean the various ways it may be processed, including storing and sharing the information.

**Further details**

We also provide the following details in our [general privacy notice](https://www.southnorfolkandbroadland.gov.uk/council/data-protection/south-norfolk-council-data-protection) on our website:

* Your rights under the UK General Data Protection Regulation (the UK GDPR) and how to exercise them;
* How to make a complaint and contact our Data Protection Officer; and
* How to contact the regulator, the Information Commissioner’s Office

**What we use your information for**

South Norfolk Council will use your information in the following ways in relation to the **Bin Collections South Norfolk App**:

* Schedule Tool to showing your collections dates for Recycling, Rubbish and Garden Waste (if applicable)
* Event Notifications to allow reminders for your next collection day for Recycling, Rubbish and Garden Waste (if applicable
* Recycling and Waste Disposal Instruction information to provide estimated driving distances and times to nearby recycling locations.
* Report a problem or submit feedback to investigate and resolve the issue.

**What personal data we collect and use about you**

We will collect and use the following information in relation to the **Bin Collections South Norfolk App**:

* Full address
* Email address if this is the method you choose for Event Notifications, report a problem or submit feedback
* Phone number if this is the method you choose for Event Notifications, report a problem or submit feedback
* Name if you report a problem
* Twitter username if this is the method you choose for Event Notifications.

**Who provides this information**

We provide the residential addresses to populate the App.

We receive the following information from you e.g. full address, name, email address and phone number dependant on which services you access on the App.

**How we share your information**

Personal data is shared with ReCollect as the Data Processer to provide the Services offered on the App.

ReCollect also act as a Data Controller in respect of some personal information collected via the App. Please view their privacy notice for full details of data processed in this regard: <https://privacy.recollect.net/privacy/SouthNorfolkUK/waste/en-GB>.

**How the law protects you and the legal basis for processing your information**

We have legal grounds under the UK GDPR to process this information and rely on your explicit consent.

**How long will we keep your personal information for**

We only keep personal information for as long as it is needed to provide Services.

* address information is retained whilst the App is in operation
* when you report a problem via email this will be deleted once we have resolved the issue and provide you with an update.
* Information about how to the services in the App are recorded in ReCollect logs, which are automatically deleted after 30 days.
* Securely encrypted backups, which are only accessible by a limited number of staff, remains in existence for 30 days

Except where we are required to retain your information for legal reasons, your personal information will be permanently deleted no more than 90 days after:

**How we keep your information**

The information is stored electronically on the Council’s network including records management systems, and also ReCollect’s servers, as detailed above.

**Changes to this notice**

We may amend this privacy notice at any time so please review it frequently. The date below will be amended each time this notice is updated.

This notice was updated in February 2025.