**Privacy notice for Waste and Recycling**

**What this document is for**

This privacy notice provides details on how we; Broadland District Council (BDC) and South Norfolk Council (SNC), use your personal information for the purposes of collection of waste, recycling, garden waste and undertaking clearing reported fly tips and the administration of those services. By ‘use’ we mean the various ways it may be processed, including storing and sharing the information.

The Councils are sole Data Controllers for your data and act as independent, sole data controllers for your personal data which is determine by the District that you live in or operate out of.

**Further details**

We also provide the following details in our general privacy notice on our websites (please follow relevant link below to access these)

* 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

[South Norfolk Council](https://www.southnorfolkandbroadland.gov.uk/council/data-protection/south-norfolk-council-data-protection) [Broadland District Council](https://www.southnorfolkandbroadland.gov.uk/council/data-protection/broadland-district-council-data-protection)

**What we use your information for**

South Norfolk and Broadland District Councils will use your information in the following ways in relation to the services listed below:

**Collection of waste and recycling (including food for Broadland District Council only):**

* Undertake collections of general waste and recycling
* Deal with an issue, complaint or service request (including bulky waste collections, missed bin collections etc) you may raise with us and subsequently contact you about this
* Processing payment and refunds for the service (for bulky waste collections).

**Collection of Garden Waste**

* Undertake collections of garden waste
* Contact you about the service
* Processing payment and refunds for the service.
* Deal with an issue, complaint or service request you may raise with us and subsequently contact you about this

**Collection of Commercial Waste:**

* Undertake collections of commercial waste
* Processing payment and refunds for the service
* Deal with an issue, complaint or service request you may raise with us and subsequently contact you about this
* Contact you about the service
* Produce waste transfer notes and make appropriate transfers

**Reports of issues on the street:**

* Responding to reports of fly tips, overflowing public litter bins, animals on the road, dog fouling etc.
* We may contact you about the reported incident, if further details or clarification are required (eg, if we cannot locate the incident).

Please note that repeat reports of missed bins are recorded in a separate anonymous record in order to identify emerging pattens of consistent missed bins.

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

We may collect and use the following information in relation to yourself:

* your name
* preferred contact information - email or/ and telephone number
* property address
* Financial details i.e Bank details for garden waste direct debit (encrypted).
* Health data relating to reason for additional collection, assisted and clinical bin collections.
* Benefits received – for associated discounts on bulky waste collection

**Who provides this information?**

We receive this information from you.

**How we share your information**

**BDC Collection of waste, Garden Waste, recycling, food waste and commercial Waste**

Waste collection is carried out by our Contractor, Veolia. Veolia has your address and the size of your bin(s) in order to carry out the bin collections.

In terms of bulky waste collections, Veolia has details of the address of the collection and the item(s) to be collected.

From time to time, personal data will be provided to our contractor to enable them to deal with an issue, or service request you raise with them directly. This will be limited to names, service address, email addresses and telephone number/s.

For clinical and assisted collections, we will inform our contractor, Veolia, that this type of collection(s) is required from your property, if relevant. However, this information is limited to your address and we will not share the specific reason for the collection.

**SNC Collection of waste and Garden Waste, recycling, commercial**

All waste collection (excluding clinical) is carried out by our in-house team and none of your data is shared with a third party in order to carry out the bin collections and dealing with reports of issues in the street.

In the case of clinical collections, we will inform our contractor, Citron Hygiene, that this type of collection is required from your property, if relevant. However, this information is limited to your address and we will not share the specific reason for the collection.

Generally, we may also share details with our environmental protection team and planning team of individuals that report cases of fly-tipping.

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

We have legal grounds to process this information because it is necessary for the performance of a task carried out in the public interest and the task or function has a clear basis in law under the Environmental protection act 1990, Environmental protection regulations 2004, The waste Electrical and Electronic Regulations 2013, The waste batteries and Accumulators regulations 2009, Clean Neighbourhoods and Environmental act 2005, Refuse Disposal (Amenity) Act 1978, Road Traffic Regulation Act 1984, Removal, Disposal of Vehicles Regulations 1986.

We also have legal grounds under the UK GDPR to process information in relation to garden waste collections because it is necessary for the performance of a contract.

Under Article 9.2 (g) of the UK GDPR, we may also process special categories of data such as health data in relation to assisted bin collections.

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

**Collection of waste, garden, recycling, (including food for Broadland District Council only)**

* Requests for and reports of additional, lost, damaged, stolen, and new property bins will be deleted 12 months after the request was made.
* Personal data held in relation to bulky waste collections will be deleted 12 months after the completion date.
* Personal data held in relation to the garden waste service will be deleted 12 months after the closure of the account.
* Details relating to assisted collections and clinical waste will be retained for as long as the collection is required and will be deleted 12 months after you have informed us the collection is no longer required.
* Reports of missed bins are held for 12 months after the report is received, thereafter, repeat reports of missed bins are recorded in a separate anonymous record to identify emerging pattens of consistent missed bins.
* Issues reported from the bin app will be kept for 12 months after completion.

**Commercial waste**

* Personal data held in relation to garden waste service and commercial waste collections will be deleted 12 months after the closure of the account.
* Waste transfer notes are retained for 24 months

**Reports of issues on the street**

* Personal data relating to reports of issues on the street will be deleted 12 months after the request. However, anonymised data will be retained for identifying repeat occurrences.

**Refunds**

* Refunds carried out by waste services will be kept for seven years from the completion of the refund.

**How we keep your information**

The information is stored electronically on the Council’s or our contractor’s secure network, including records management systems.

**Changes to this notice**

This Notice was updated February 2025. We may amend this privacy notice at any time so please review it frequently. The date above will be amended each time this notice is updated.