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BOROUGH COUNCIL

## Privacy Notice – Waste & Fleet

<b>Introduction</b>	<p>The Waste &amp; Fleet Team has provided this privacy notice to help you understand how we collect, use and protect your information whilst we provide you with a waste collection service.</p> <p>The document below will describe how we may collect and process your personal information.</p> <p>The purpose of this document is to clearly acknowledge the Council's responsibilities in relation to the UK Data Protection Act 2018 (DPA2018).</p> <p>For information on how we process and protect your personal information please view our Privacy Notice, which can be found at <a href="https://www.ipswich.gov.uk/content/privacy-policy">https://www.ipswich.gov.uk/content/privacy-policy</a>.</p> <p>The Data Protection Officer for Ipswich Borough Council is Siobhan Martin, Head of Internal Audit, and can be contacted at <a href="mailto:dataprotection@ipswich.gov.uk">dataprotection@ipswich.gov.uk</a></p>
<b>Definitions</b>	<p><b>Personal Data</b> means any information related to an identified or identifiable natural (living) person ('<b>data subject</b>') i.e. a person that can be directly or indirectly identified by reference to a name, ID reference, number, email address, location data, or physical, physiological, genetic, mental, economic, cultural or societal identifier.</p> <p><b>Special Personal Data</b> previously known as 'sensitive personal data', relates to race, ethnic origin, politics, religion, trade union membership, genetic data, biometric data, health, sex life or sexual orientation. Records of criminal personal data must also be treated in a similar way.</p> <p><b>Data Controller</b> determines the purposes and means of processing personal data.</p> <p><b>Data Processor</b> is responsible for any operation which is performed on personal data on behalf of the controller e.g. collection, recording, organisation, structuring, storage, adaption or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or making available, alignment or combination, restriction, erasure or destruction.</p> <p><b>Third Party</b> is someone / somebody who is not the Data Controller, the Data Processor or the Data Subject.</p>
<b>Who we are and what we do:</b>	<p>The Waste &amp; Fleet team are responsible for:</p> <ul style="list-style-type: none"><li>• Waste collection, including collection of medical waste</li></ul>



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	<ul style="list-style-type: none"> <li>• Providing assistance for collection of bins, where necessary and requested</li> <li>• Provision and care of Council vehicles including insurance claims</li> <li>• Street cleansing</li> <li>• Handling complaints</li> </ul> <p>The Council is the ‘data controller’ for the information which is collated and processed. This means we are responsible for deciding how we can use your information. If you want more information regarding the services delivered, please go to our website, <a href="https://www.ipswich.gov.uk/">https://www.ipswich.gov.uk/</a>.</p> <p>On some occasions, the Council and partner organisations may act as joint data controllers. This means that we and the other organisation(s) decide between us what is to be done with personal data and how it is to be processed. Where this is the case the Council and the other organisation(s) will agree upon their legal responsibilities as regards the handling of personal data.</p> <p>If you want to know more about how the other organisation uses your information please contact us in the first instance. Partner organisations could include NHS, Suffolk County Council, East Suffolk Council, West Suffolk Council and Babergh Mid Suffolk District Council.</p>
<p><b>How we lawfully process Personal Data</b></p>	<p>The Council regards lawful and correct treatment of personal information as critical to their successful operations, maintaining confidence between the Council and those with whom they carry out business. The Council will ensure that they treat personal information correctly in accordance with the law.</p> <p>The waste collection and street cleansing services we provide are statutory.</p> <p>Your personal data is being processed under Article 6e of UK GDPR, Public Task, or 6f, Legitimate Interests.</p> <p>Where we collect and use special category data, the lawful basis will be either Article 9a of UK GDPR, Explicit Consent or Article 9h, Health or Social Care.</p> <p>The legislation that allows us to process your data includes:</p> <ul style="list-style-type: none"> <li>• DEFRA Statutory Obligations</li> </ul>
<p><b>How the law protects you:</b></p>	<p>UK GDPR and the DPA 2018 say that we are allowed to use personal information only if we have a proper reason to do so. More</p>



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	<p>information on how the law protects you can be found at <a href="https://www.ipswich.gov.uk/">https://www.ipswich.gov.uk/</a>.</p>
<b>Our responsibilities</b>	<p>UK GDPR and the DPA 2018 provide us with our main responsibilities for processing personal data.</p> <p>All personal information provided by you is held securely and in confidence by us in our computerised and other records. When we process your personal information, we do so in compliance with the UK GDPR and DPA2018.</p> <p>For further information on our responsibilities, please see <a href="https://www.ipswich.gov.uk/content/privacy-policy">https://www.ipswich.gov.uk/content/privacy-policy</a>.</p>
<b>Your rights:</b>	<p>The UK GDPR and DPA2018 provide you with the following rights:</p> <ol style="list-style-type: none"> <li>1. The right to be informed</li> <li>2. The right of access</li> <li>3. The right to rectification</li> <li>4. The right to erasure</li> <li>5. The right to restrict processing</li> <li>6. The right to data portability</li> <li>7. The right to object</li> <li>8. Rights in relation to automated decision making</li> <li>9. The right to withdraw consent</li> <li>10. The right to complain</li> </ol> <p>Requests in relation to your rights with regards to the personal data we hold should be made verbally or in writing to the Data Protection Officer.</p> <p>For further information on your rights, please see <a href="https://www.ipswich.gov.uk/content/privacy-policy">https://www.ipswich.gov.uk/content/privacy-policy</a>.</p>
<b>Your responsibilities</b>	<p>You are responsible for making sure you give us accurate and up to date information, and to let us know if any personal information we hold is incorrect.</p>
<b>When do we collect information about you?</b>	<p>We collect information about you from different places, including:</p> <ul style="list-style-type: none"> <li>• Information shared by Customer Services and other Council departments</li> <li>• Information shared in the event of an accident</li> </ul>
<b>What information do we maintain?</b>	<p>We will only collect and use the minimum information needed.</p> <p>The information about you which we will maintain may include:</p> <ul style="list-style-type: none"> <li>• Name</li> <li>• Address</li> <li>• Contact details</li> <li>• Information relating to accidents such as vehicle registration, driver name</li> <li>• Images recorded via vehicle CCTV</li> </ul>



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	<ul style="list-style-type: none"><li>• Financial/benefit information, in the case of hazardous waste and asbestos collection and for free bulky waste collections</li></ul> <p>We may collect the following Special Category data about you:</p> <ul style="list-style-type: none"><li>• Disability status, where assisted waste collections are requested, disability status</li><li>• Medical information, where clinical waste is collected</li></ul>
<p><b>How do we use your information?</b></p>	<p>We will be using your information to:</p> <ul style="list-style-type: none"><li>• Provide waste collection services, including assistance with bin collection when necessary</li><li>• Provide additional services such as skip agreements, clinical waste collection, bulky waste collections etc</li><li>• Protect staff health and safety</li><li>• Protect Council property and prevention/detection of crime.</li><li>• Pursuit or defence of insurance claims</li></ul> <p>We will not use your personal data for other purposes other than for what it was collated unless we have obtained your consent or for other lawful purposes (e.g. detection and prevention of fraud).</p> <p><b>Automated processing/profiling:</b></p> <p>The Waste and Fleet does not use your personal data in any automated decision-making or profiling activities</p>
<p><b>How long do we keep your information?</b></p>	<p>We will hold your personal information in line with the Council's Retention Policy as follows:</p> <ul style="list-style-type: none"><li>• Information relating to insurance claims: 6 years from the date claim settled.</li><li>• Vehicle CCTV: footage automatically overwrites after 30 days</li><li>• Customer information held on Workwise: Until no longer required</li><li>• Skip agreements: 2 years from end of agreement</li><li>• Hazardous waste including clinical waste and asbestos: While collections are being carried out and retained afterwards for 6 years</li></ul> <p>You have the right to request that your personal information is deleted at any time, however whether this is possible will depend on the reasons why the data is processed. The Council will consider your request and comply where possible. If it is not possible, we will explain the reasons to you.</p>



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<b>Transferring your information overseas</b>	Currently, we do not transfer any personal information outside of the European Economic Area (EEA).
<b>Data sharing</b>	<p>We will share your personal information with other departments within the Council in order to provide you with a service.</p> <p>Information can also be shared with partner organisations such as other local district Councils and Suffolk County Council.</p> <p>In the case of clinical waste, information may be shared between Ipswich Borough Council and health care professionals.</p> <p>We may also share information with companies who dispose of hazardous waste on our behalf, such as Biffa.</p> <p>Information may also be shared with software providers who host data and/or maintain databases for the Council.</p>
<b>National Fraud Initiative NFI</b>	<p>We may share information provided to us with other bodies responsible for auditing, or administering public funds, or where undertaking a public function, in order to prevent and detect fraud. For further information, see , which can be found at <a href="https://www.ipswich.gov.uk/content/privacy-policy..">https://www.ipswich.gov.uk/content/privacy-policy..</a></p>