

Privacy Policy – Environmental Services

This privacy notice explains how Dacorum Borough Council (the Data Controller) will use any personal information we collect about you when you use our services.

It has been written to give you a clear explanation of our data processing practices to safeguard you and your personal information

What information do we collect about you?

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- Name, Address and contact details (Telephone Numbers, email addresses)
- Company Information
- Financial Information (Green Waste)

How will we use the information about you?

The information that the Council will collect varies depending on how you use the Council's Services. We are using the information provided in this case because we have Official Authority of power vested in the authority Article 6(1) (e) – Public Task / Official Authority under the Health and Safety at Work Act 1974, Environment Act 1995, Waste (England and Wales) Regulations 2011, Waste Duty Code of Practice, Highways Act 1980. In this case we are collecting personal information so that we can;

- To provide waste collection for both domestic and commercial customers - including assisted collections, clinical waste customers, bin deliveries including second green bin approvals, advice on recycling and waste.
- Waste recycling and disposal and sending out bin reminder messages via our text message reminder.
- Manage Green waste recycling

If you're providing us with special category personal information (such as details about your health) we will be processing this under Article. 9(2) of GDPR.

- Medical Information (assisted collection)
- Disability Information (assisted collection)

Processing of Special Category Data is carried out under the following;

Article 9(2) (a) – the data subject has given explicit consent to the processing of those personal data for one or more specified purposes, except where Union or Member State law provide that the prohibition referred to in paragraph 1 may not be lifted by the data subject;

Sharing / Recipients

We may share the information with other recipients for the purposes of carrying out the functions (listed above)

We may share your information with;

- Herts County Council (Recycling)
- Government Depts. (Environmental Initiatives)
- Internal Council Depts. (to enable the Council to deal with assisted refuse collection)
- Fire Services (assessment of assisted collections)
- Internal Audit or Fraud – preventing or detecting fraud
- Permiserv (Green Waste)

How long will we keep this information?

We will destroy this personal information in accordance with our [Retention Policy](#). To determine how long we should keep information, we consider what the legislation states and what is good practice. This means we will securely destroy the information once we no longer need it. If you would like to know the specific period of time that relates to your personal information please contact foi@dacorum.gov.uk

Security and Location of Data

We will ensure that all personal information is kept securely on servers hosted in the United Kingdom.

Access to all our user information is restricted. Only employees who need the information to perform a specific job are granted access to personally identifiable information.

The servers on which we store personally identifiable information are kept in a secure environment which is continually monitored and tested.

Individuals' Rights

You have a right to request a copy of the personal information that we hold about you. If you would like a copy of some or all of your information, please contact foi@dacorum.gov.uk in the first instance or visit <http://www.dacorum.gov.uk/home/open-data/personal-information>

You have a right to correct your Personal Data if it is not accurate. Please contact foi@dacorum.gov.uk

Notification of changes

From time to time it will be necessary to update this Privacy Policy. This is in order to ensure our users are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it.

If at any point we decide to use personally identifiable information in a manner different from that stated at the time it was collected, we will notify users. Users will have a choice as to whether or not we use their information in this different manner. We will use information in accordance with the privacy policy in force at the time the information was collected.

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to make your use of the internet better. For further information on how we use these and how you can control it, please visit <http://www.dacorum.gov.uk/home/cookies-policy>

Our Data Protection Policy

We have a General Data Protection Regulation (GDPR) Policy in place and this can be found [here](#):

Data Protection Officer

Our Data Protection Officer for the purposes of Articles 37 to 39 of the General Data Protection Regulation is the Information Security Manager (Legal Governance). You can contact them by emailing foi@dacorum.gov.uk or calling 01442 228538.

Policy Version

Version 1.2

This Policy was last updated on 8/4/24