

# Privacy Notice

This document describes how and why we collect, store, protect, process and share the data you give to us. We collect personal data to help us to work with you and to understand and plan the services you need.

Date of Issue: 23 July 2018

Update History:

23 July 2018	First issue of a new Privacy Notice

Directorate: Economy and Environment  
Service: Transport and Countryside  
Team: Waste

## About the Organisation

West Berkshire Council is the Data Controller. This means it is ultimately responsible for the data it holds about you.

Contact Address:

West Berkshire Council  
Market Street  
Newbury  
Berkshire  
RG14 5LD

ICO Registration Number: **Z6825178**  
<https://ico.org.uk/ESDWebPages/Entry/Z6825178>

## The Data Protection Officer

The Data Protection Officer for West Berkshire Council is:

**James Gore AMBCS BA**

Contact details can be found here: <http://info.westberks.gov.uk/dpofficer>

## **What data will we collect about you?**

We will collect:

- Your name
- Address
- Email address
- Telephone number
- Payment details

These are collected on the garden waste collection subscription form. These details are entered in a garden waste collection electronic register.

## **What will we use your data for?**

We will use your data to:

- Contact you with specific information about your subscription to the garden waste collection service
- Confirm you have paid for the service
- Deliver any bins or other material related to the subscription to your address
- Add your address to the collection crews schedules

## **Who will see your data?**

Your data will be seen by the West Berkshire Council Waste team and address details will be shared with third parties that are contracted to provide parts of the garden waste collection service, namely our contractors Veolia and Permiserv.

The payment data provided will only be handled for subscriptions within the Council using our payment systems. This data will not be shared with any third party.

If you subscribe to the service we will record the date of the payment and the method of payment. Should you cancel your subscription within 14 days then we will contact you directly for the appropriate details to process the refund.

## **Your legal basis for Processing/Your right to refuse**

The legal basis for processing in this case would be the enactment of a contract between householders and the Council.

You do not have to consent to us collecting and using your data, it's your choice. If you decide not to consent, you will not be able to subscribe to garden waste collections.

## **How long will your data be kept?**

Your data will not be kept any longer than necessary. You can check how long the organisation will keep each type of data against West Berkshire Council's retention schedule ([www.westberks.gov.uk/retention](http://www.westberks.gov.uk/retention) ).

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## **How is your data stored and processed?**

Your data will be held on the Council's electronic database designed for staff use only and will be protected using up-to-date technical and organisational security measures.

## **Transfer overseas**

Your data will not be stored or sent outside of the UK.

## **Your rights**

You have a number of rights when it comes to the data we hold about you. These are detailed on our request form ([www.westberks.gov.uk/dprequest](http://www.westberks.gov.uk/dprequest)) that also allows you to make a request for us to take action about something.

## **Complaints**

If you've already told us we need to do something, but we haven't responded in a way you're satisfied with, you can complain to the Information Commissioner's Office (the ICO). It's easiest to do this online via the ICO website (<https://ico.org.uk/concerns/handling/>), but you can also do so in writing to:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

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