

PRIVACY NOTICE – Recycling and Waste Services

Our Contact Details

Name: Scott Anderson

Address: Whitehill Service Centre, 4 Inchmuir Road, Whitehill Industrial Estate, Bathgate, EH48 2EP

Phone Number: 01506 280000

YOUR PERSONAL INFORMATION AND HOW IT WILL BE USED

Under data protection law, the lawful bases we rely on for processing this information are:

- a) We have a contractual obligation.
- b) We need it to perform a public task.

We will collect personal information about you to deliver our services.

We use the information that you have given us in order to provide the services you request and, if necessary, to contact you about those services. We may also use your information to assist us to plan future services. Under data protection law, the lawful basis we rely on for processing most of this information is: We need to perform our public task to uplift and dispose of waste. However, for bulky uplifts and garden waste permits we will enter into a contract with you.

We only keep information about you for as long as required. The table shows what information we collect, and how we manage this.

For this activity:	We collect	From	Reason	Information retention	We will share this with
Waste collection	Address details	Ordnance Survey	Planning and managing the waste collection service	We will always hold up to date address details	None
General enquiry / service request / complaint	Contact details	You	Managing your request. Reporting and planning in the future.	For six years from enquiry completion	None
Assisted take out / clinical waste uplift request	Contact details and eligibility information, Referrer details	You / NHS	Delivering the service you requested	Until you no longer require the service	None
Health and Safety	CCTV images	Vehicle CCTV CCTV at recycling centres	Ensuring a safe waste delivery service	For up to 30 days if no investigation	None
				For three years if involved in an investigation	Police for the prevention and detection of crime Scottish Environmental Protection Agency, to investigate waste crime Courts for legal proceedings Solicitors for legal proceedings Insurance companies for claims management
Bin collection reminder service	Email address	You	Delivering the service you requested	Until you unsubscribe	Our website provider for system support

For this activity:	We collect	From	Reason	Information retention	We will share this with
Customer Surveys	Email address	You	Contacting you	Five years	None
Recycling Centre Bookings	Contact details Vehicle details	You You	Delivering the service, you requested and managing your booking and any appeals	Email address and phone number are kept for three months. After two years name, address and vehicle data is removed and record anonymised. Full record deleted after three years.	Our booking system provider for system support
Hazardous waste collection	Contact details	You	Delivering the service, you requested	For six years from enquiry completion	Our hazardous waste collector
Garden waste permit	Contact details Address Payment details	You	Delivering the service, you requested and managing your permit. Reporting and planning in the future.	Six years after issuing your permit	Our permit system provider
Bulky uplifts	Contact details Address Payment details	You	Delivering the service, you requested and managing your booking. Reporting and planning in the future.	For six years from enquiry completion	None

YOUR RIGHTS

Under data protection law, you have rights including:

Your right of access

You have the right to ask us for copies of your personal information.

Your right to rectification

You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure

You have the right to ask us to erase your personal information in limited circumstances.

Your right to restriction of processing

You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing

You have the the right to object to the processing of your personal information in certain circumstances

Your right to data portability

You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

To make a request contact us using the contact information at the start of this document.

PROVIDING ACCURATE INFORMATION

It is important that we hold accurate and up to date information about you in order to deliver our services. If any of your details have changed, or change in the future, please ensure that you tell us as soon as possible so that we can update your records.

FURTHER INFORMATION

If you have any questions or concerns about how your information is used, please contact us at the address above.

You can also contact:

The Data Protection Officer, West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF, email: DataProtectionOfficer@westlothian.gov.uk

More information about data protection and how it applies to you, including how to make a complaint, is available from the Information Commissioner's Office at <https://ico.org.uk/>

The Information Commissioners address:

Information Commissioner's Office
Wycliffe House, Water Lane
Wilmslow, Cheshire
SK9 5AF
Helpline number: 0303 123 11133