

Privacy Notice Garden Waste Service

The Data Controller of the personal data being collected and processed is **Dumfries and Galloway Council**. This privacy notice will inform you why we collect your personal data, how long we will keep your personal data, the intended processing of your personal data and any other information which will make the processing of your personal data fair, lawful and transparent. Should the council intend to process your personal data for another reason which is not specified in this notice or for statutory functions; the council will contact you to provide information.

Dumfries and Galloway Council Contact Details:

Address: Dumfries and Galloway Council, Council Headquarters, English Street, DG1 2DD
 Email: contact@dumgal.gov.uk
 Telephone: 0303 333 3000

Data Protection Officer's Contact Details:

Address: Data Protection Officer, Dumfries and Galloway Council, Council Headquarters,
 English Street, DG1 2DD
 Email: dataprotection@dumgal.gov.uk
 Telephone: 01387 260315

Why are we collecting your personal data?

- Dumfries and Galloway Council is collecting your personal data for the purpose of providing your address for the provision of an opt-in paid garden waste collection service from your property.

What personal data are we collecting from you?

- The council needs to collect your name, house address, postcode, email address and card payment details to enable the provision of garden waste service to be undertaken.

What is the legal basis for collecting your personal data?

- Consent

The personal data we collect is necessary to undertake the service, if you do not provide your personal data the following may happen:

- We will not be able to provide a garden waste service.

What will we do with your personal data?

- Your house address and postcode will be used to arrange delivery of your garden waste bin.
- Your postcode and house address details will be used by council to design garden waste collection routes.
- Your postcode and address will be used to generate your permit by a third party which will be posted to your nominated address.
- Your email address and/or house address will be used to ensure you have a copy of the garden waste collection service conditions and to remind you to renew your permit each year.

- The information will be stored on secured computer files.
- Only your address and postcode will be shared with the third-party permit system supplier.
- All online card payments are protected by Secure Socket Layer (SSL) to the highest level commercially available. Your details are directly processed by Access Paysuite, a leading provider of secure online payments services, and are not collected nor accessible by the Council. Access PaySuite is certified as a Payment Card Industry Data Security Standard (PCI DSS) Level 1 payment processor, as required by Visa and MasterCard.

How long will your personal data be stored in the Council?

- Your address and postcode will be retained for the duration of your valid garden waste collection permit and thereafter for up to two years then deleted.
- Financial data in relation to payment as per standard financial practices is retained for 7 years (6 years plus the current year).
- Your payment card details are not collected nor accessible by the Council but are securely held for 18 months by our payment processor.

How will we secure your personal data?

- Password protected computer files, with restricted access.
- Only permitted staff will be able to administer the garden waste service.
- Your payment card details are not collected nor accessible by the Council but are securely held for 18 months by our payment processor.

Your Individual Rights

- You have the right to:
 - Be informed.
 - Withdraw your consent at any time.
 - Request access to your personal data.
 - Data Portability (this is to move your data where the legal basis is consent or performance of a contract).
 - Request your data to be corrected.
 - Object to the processing of your data
 - Request your data to be forgotten (deleted) where the legal basis is consent.
 - Restrict the processing of your data.
 - Lodge a complaint with the Information Commissioner's Office (ICO)

Your responsibilities

- Contact us if you change address using the change of address form which can be found online at www.dumgal.gov.uk/wasterecycling.

Should you wish to lodge a complaint, provided are the details of the supervisory authority; the Information Commissioner's Office (ICO):

Address:

Information Commissioner's Officer, Wycliffe House, Water Lane. Wilmslow, Cheshire.
Telephone: 0303 123 1113