

# Waste Resources Services – Privacy Notice

We will always handle your personal data with respect, hold it securely and only ask for the information we need in order to answer your enquiry.

## What is the lawful basis for processing?

The Data Protection Act 2018 sets out the lawful basis for processing personal data. In this case the Council as a public authority gathers and processes information necessary to allow us to undertake contractual duties for [commercial waste](#) and with regards to [household collections](#) this is in line with our public task and statutory functions.

## How we look after your information

We respect your privacy and are committed to protecting personal information collected from you. This notice sets out the way in which we collect and use your personal information for waste collection purposes.

At all times we will retain control over your data and abide by the requirements of data protection law and protect any personal or confidential information and ensure it is only accessible by our employees on a need to know basis.

## How we use your information

Your personal information will be collected so that we can:

- Contact you when necessary
- Document your commercial waste contract with us as proof of your statutory obligations
- To manage domestic service delivery including special uplifts and assisted collections

We will collect the following information to deliver our service to you:

- Your name and address
- Your email address
- Your telephone contact details

## Sharing your information

We may also share your information with other council services and other departments of North Ayrshire Council for the sole purpose of delivering waste collection service to your business and collecting payments for this service. We do not rent or sell personal information and will only share your information in the following circumstances:

- In order to satisfy any requirement under the law and to protect the public purse and prevent the detection of crime and fraud
- To pursue money owed to the Council

## Providing accurate information

It is important that we hold accurate up to date information. If details about you have changed, or change in the future, you should inform us as soon as possible so that records are updated.

## How long will we retain information about you?

We will only keep your personal information for as long as is necessary and ensure that it is securely deleted when it is no longer required or until the law state that it should be destroyed.

## Your information rights

North Ayrshire Council are a registered Controller in accordance with Data Protection Act 2018 and your data will be handled in accordance with the legislation. You have the right to request access to information that the Council holds about you. Individuals also have the right to;

- Object to processing of personal data that is likely to cause, or is causing damage or distress
- Prevent processing for the purposes of direct marketing
- Object to decisions being taken by automated means; and in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed.
- For further information about your information rights and how to contact our Data Protection Officer, should you have a concern, can be found within [our privacy policy](#)

Information classification – Public

dated 15<sup>th</sup> February 2024