

Privacy notice

Direct Services

Date: May 2018

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Version Control

Version	Description of version	Effective Date
1.0		

Approvals

Approved by	Date
Adrian Lowery	May 2018
Data Protection Officer	May 2018

This Privacy Notice will be kept under regular review to ensure that it is fit for purpose.

1.0 Who we are

South Derbyshire District Council is registered as a data controller with the Information Commissioner's Office.

Our address is Civic Offices, Civic Way, Swadlincote, Derbyshire, DE11 0AH.

The Council is committed to protecting your privacy when you use our services. This privacy notice tells you what to expect when Direct Services collect personal information. It also explains when and why we collect this information, how we use it, the conditions under which we may disclose it to others, how we keep it secure and what rights you have in relation to the data we hold about you.

Direct Services perform a number of the Council's front line services Waste Collection, Street Cleansing and Grounds Maintenance. Waste Collection includes collection of household waste, commercial waste and health care waste. Street cleansing includes collection of litter, removal of fly tipping and removal of graffiti. Grounds Maintenance includes grass cutting, weed control, tree maintenance and horticultural planting.

2.0 How do we collect information from you?

We collect information from you when you fill in any forms on our website www.south-derbys.gov.uk or associated customer portals, when you contact us in writing, speak to us on the phone or face to face or communicate with us by email or any other type of electronic communication.

3.0 What types of information do we collect from you?

In order to provide these services, Direct Services may need to process some or all of the following categories of personal information:

- Contact details (name and address)
- Age

In order to provide this service, we may also need to process some or all of the following categories of sensitive personal information:

- Health data (mental and physical)
- Age

4.0 How is your information used?

Assisted refuse collections

We collect information to assess whether you meet the criteria to receive assistance with your refuse collections. We may also use your contact details in the event that we need to contact you in relation to you receiving assisted refuse collections.

Business waste collections

We collect information for commercial waste collections and to enable correct billing and completion of the transfer of controlled waste note. We may also use your contact details in the event that we need to contact you in relation to your commercial waste collections.

Litter and dog bin requests

We collect information in the event that we need to contact you in relation to your request.

Fly-tipping report

We collect information in the event that we need to contact you in relation to your report of fly-tipping.

Clean Team incident

We collect information in the event that we need to contact you in relation to your request.

Request for a larger bin

We collect information to assess whether you meet the Council's criteria to receive a larger or additional bin for your refuse collections. We may also use your contact details in the event that we need to contact you in relation to you receiving a larger/additional bin for your refuse collections.

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes

5.0 Who has access to your information?

Assisted refuse collections

Your address details are shared with refuse collection contractors working on behalf of the Council. Information may be shared with other regulatory and enforcement authorities including, but not limited to:

- Other Council departments
- Elected Members
- Police
- Fire Authority
- Trading Standards
- HM Revenues and Custom
- Veterinary surgeons, Environment Agency and other local authorities when allowed to by law for the purposes of the administration and enforcement of authorisations, and for the purposes of the prevention and detection of crime, public safety, public health, protection of the environment and prevention of fraud.

Litter and dog bin requests

No personal information is shared.

Fly-tipping report

Information may be shared with other regulatory and enforcement authorities including, but not limited to, other Council services, Elected Members, Police, Fire Authority, Trading Standards, Environment Agency, veterinary surgeons and other local authorities when allowed to by law for the purposes of the prevention and detection of crime, public safety, public health and protection of the environment.

Clean Team incident

Information may be shared with other regulatory and enforcement authorities including, but not limited to, other Council services, Elected Members, Police, Fire Authority, Trading Standards, Environment Agency, veterinary surgeons and other local authorities when allowed to by law for the purposes of the prevention and detection of crime, public safety, public health and protection of the environment.

Request for a larger bin

Your address details are shared with refuse collection contractors working on behalf of the Council.

6.0 Research and statistics

Anonymised and pseudonymised data may be used for research and statistical purposes. Any data collected may be used for research and statistical purposes relevant and compatible with the purpose that the data was collected for.

7.0 What are your rights in relation to personal data we process?

Access: You can request copies of any of your personal information held by the Council.

Rectification: You can ask us to correct any incorrect information.

Deletion: You can ask us to delete your personal information. The Council can refuse to delete information if we have a lawful reason to keep this.

Portability: You can ask us to transfer your personal data to different services or to you.

Right to object or restrict processing: You have the right to object to how your data is being used and how it is going to be used in the future.

For further information, please visit the [Data Protection Act 2018](#) section of our website.

8.0 How long will we keep your information for?

We keep and dispose of all records in line with our record retention schedule. Information about this can be found at <https://www.south-derbys.gov.uk/assets/attach/4952/Document%20Retention%20Schedule.pdf> and will comply with the Data Protection Act 2018.

9.0 What precautions are in place to protect the loss, misuse or alteration of your information?

Your personal data will be stored electronically or in hard copy files as appropriate. The Council uses a variety of different systems to process and store personal data. We are strongly committed to data security and will take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption. We have put in place physical, electronic, and managerial procedures to safeguard the information you provide to us. However, we cannot guarantee the security of any information you transmit to us. We recommend that you take every precaution to protect your personal information.

10.0 Keeping your data up to date

We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to the information we hold about you.

11.0 Under 13s

If you are aged 13 or under, please get your parent/guardian's permission whenever you provide us with personal information.

12.0 Where can I get advice and more information?

We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to information we hold about you. If you have any worries, questions, or complaints about how your personal information is handled, please contact our Data Protection Officer by emailing dataprotectionofficer@south-derbys.gov.uk or by telephoning 01283 595795.

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) at:

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

Telephone: 0303 123 1113 (local rate) or 01625 545 745 (national rate number).

Email: casework@ico.org.uk.

Further guidance on the use of personal information can be found at www.ico.org.uk.