

Privacy notice – Street Services (Commercial waste collection service)

The **Local Authority (LA)** uses contractual obligations as the legal basis for processing personal data, in order to fulfil our contractual obligations to you for the commercial waste collection service.

What kind of information does Ealing Council have about me?

We will be what is known as the 'Controller' of the personal data you provide to us. We will only collect basic personal data about you which includes your name, address, telephone number, email etc. together with information you have given us.

We use your personal information to fulfil our contractual obligations to you.

What do you do with information about me?

Your personal information will be treated as confidential, but it may be shared with other Council services or service providers in order to ensure our records are accurate and up-to-date, and to improve the standard of the services we deliver.

The Council will process your personal information for the following purposes:

- The provision and administration of commercial waste collection services
- Maintaining our records and accounts
- Communicating changes and promoting the services we provide
- Carrying out research

We will only use your information in ways which are permitted by the General Data Protection Regulation and the current UK Data Protection law.

We have a Data Protection regime in place to oversee the effective and secure processing of your personal data.

The Council has a duty to protect the public funds it administers, and may use information held about you for all lawful purposes, including but not limited to the prevention and detection of crime including fraud and money laundering.

We may also use your information for the purpose of performing any of the Council's statutory enforcement duties. It will make any disclosures required by law and may also share your information with other bodies responsible for detecting/preventing crime including fraud or auditing/administering public funds.

We will not disclose your personal information to third parties for marketing purposes.

How do I know the information about me is kept safely?

All the information we collect is stored securely on our IT systems and manual filing systems. We have strict procedures for the way this is done. Any and all information about you is treated as confidential and with respect. There are also clear rules and guidance about storing, recording and sharing information which staff receive training on.

We take information sharing very seriously. Appropriate council and health staff are DBS (Disclosure and Barring Service) checked.

Are the records confidential?

All Ealing Council employees have a duty of care in accordance with our Data Protection policy. This includes respecting that right to confidentiality.

For how long are records held?

There are different rules for different documents and/or information kept by the council. We are required by law to keep records for varying lengths of time depending on individual circumstances.

Don't you need my permission to keep and share information about me?

We use your personal information for the performance of a contract with you.

Are there any laws applicable in the processing and protection of my information?

There are a number of laws which allow for the protection, collection and processing of your personal information for this purpose, such as:

- The General Data Protection Regulations and *The Data Protection Bill 2018*
- The Environment Protection Act 1990

Can I see the information you have collected about me?

Yes, you can request a copy of the information held. This is called a subject access request under the *Data Protection Bill 2018* and General Data Protection Regulations which contain certain rights of individuals and their personal data. For more information regarding your rights, please see the LA's corporate Privacy Notice at

https://www.ealing.gov.uk/info/201045/data_protection/1420/privacy_statement

Who should I contact if I want further information or to complain about the use of my personal information?

Please see the LA's website for more information on how we use your information at

https://www.ealing.gov.uk/info/201045/data_protection/1420/privacy_statement

The Council's Data Protection Officer is Mrs L. Cox, whom you can contact on: dataprotection@ealing.gov.uk or telephone 0208 825 5124 during office hours.