

Privacy Notice

This privacy notice sets out how West Berkshire District Council (the “**Council**”) will use your personal data, and your rights in relation to that personal data. This document describes how and why we collect, store, protect, process and share the data you give to us. It is written in accordance with the UK data protection legislation.

This notice relates to personal data collected under the application for extra rubbish (refuse) capacity. We will use this information to assess your eligibility for extra rubbish capacity, contact you if we have any queries about your application, notify you of the outcome of your application, deliver replacement or additional bins to your address and contact you to reassess eligibility in the future.

This notice applies to potential, current and former customers of the service and those who have applied for the service but have been unsuccessful with their application. It is important that you read this notice so that you know how and why we use information about you. It is also important that you inform us of any changes to your personal information so that the information which we hold is accurate and current.

Date of Issue: 4th July 2025

Update History:

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|----------|---|
| 04/07/25 | First issue of a new Privacy Notice |
| 07/11/25 | Expanded detail on the types of personal data collected, their sources, and how they are processed. |
| | |

Directorate: Place
Service: Climate Change
Team: Waste

About the Organisation

The Council is the Data Controller. This means it is ultimately responsible for the data it holds about you.

Contact Address:

West Berkshire District Council
Market Street
Newbury
Berkshire
RG14 5LD

ICO Registration Number: **Z6825178**
<https://ico.org.uk/ESDWebPages/Entry/Z6825178>

The Data Protection Officer

Contact details for the Data Protection Officer at the Council can be found at:
www.westberks.gov.uk/dpofficer

THE PERSONAL DATA WE HOLD ABOUT YOU

We will process the following personal data about you:

- Contact details including your name, address, email address and phone number
- Names of all permanent household members
- Date of birth of all children in nappies
- Details of any non-recyclable waste produced in the home and associated health condition(s) (e.g. incontinence pads or feeding tubes) or other factors increasing household waste
- Current bin size at property
- Past requests for extra capacity (if applicable)
- Details summarising a waste audit or other visit to your property
- Any additional information you provide to us in support of your application e.g. identification (ID) for household members or supporting evidence from a doctor or medical practitioner.

These details are collected and held on the application for larger rubbish capacity electronic database and will be protected using up-to-date technical and organisational security measures.

SOURCE OF YOUR PERSONAL DATA

We collect the personal data outlined above directly from you when you submit an application for a larger rubbish bin, whether online, over the telephone, or in person with a member of Council staff. Additional information may also be obtained from any correspondence relating to your application, supporting documents you provide, and, where applicable, from observations or discussions during a waste audit or other visit to your property.

To verify household composition, we may carry out checks using records held by other Council departments.

PURPOSE AND LEGAL BASIS FOR PROCESSING YOUR PERSONAL DATA

In accordance with the data protection laws, we need a "legal basis" for collecting and using information about you. There are a variety of different legal bases for using personal data which are set out in the data protection laws.

We have set out below the different purposes for which we collect and use your personal data, along with the legal basis we rely on to do so.

| Why we use your information | Our legal basis for using your information |
|--|--|
| | |
| We will use your data to: <ul style="list-style-type: none">• Assess your eligibility for extra rubbish capacity• Contact you if we have any queries about your application and notify you of the | Public Task: Article 6(e) of the GDPR namely the processing is necessary for the performance of a |

| Why we use your information | Our legal basis for using your information |
|---|--|
| <p>outcome of your application</p> <ul style="list-style-type: none"> • Manage and deliver the correct bin(s) to your property • Monitor household waste service usage • Reassess eligibility periodically (for example, when children outgrow nappies) • Maintain service records and prevent duplicate or fraudulent requests <p>Where a service or information request requires you to submit further personal information, a separate privacy notice will describe how we will use that data.</p> | <p>task carried out in the public interest.</p> <p>Contract: Article 6(b) of the GDPR: the processing is necessary for the performance of the council’s contract with you to deliver the extra capacity ‘black bin’ service.</p> <p>Special Category Data – Article 9(a), where you provide information regarding health conditions you give us your explicit consent to process this data in order to assess your eligibility for extra capacity bins.</p> <p>If consent is not provided or is later withdrawn, we may be unable to assess your eligibility for additional waste capacity on medical grounds, as we would not have a lawful basis to process that part of your application.</p> |

SHARING YOUR PERSONAL DATA

Your data will be seen by employees of the Council relevant to the service or information request you have made. We may share your personal data with third parties where it is necessary for the delivery of the service.

The third parties we will share your personal data with are set out below:

- Veolia (<https://www.veolia.com/en>) address, name and contact details only, solely for the purposes of delivering or collecting any bins required to your address. Data held by Veolia is held securely in the UK and Ireland and purely used as stated above and is not retained, transferred or repurposed.

We may also share your data if we are required to do so by law, for example by court order or to prevent fraud or other crime.

RETAINING YOUR PERSONAL DATA

Your personal data will not be kept longer than necessary.

We retain your information for as long as you use the extra capacity service and for up to 6 years after the service ends, in line with our records retention policy.

Forms of identification (ID) provided as part of your application will only be retained for the purpose of the initial assessment. Once your eligibility has been verified, all copies of ID,

whether physical or electronic, will be securely destroyed and will not be kept as part of your record.

You can check how long the Council will keep each type of data against our retention schedule (www.westberks.gov.uk/retention).

YOUR RIGHTS

Under certain circumstances, by law you have the right to:

- **Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object to where we are processing your personal information for direct marketing purposes.
- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal information to another party.
- **Withdraw consent** to the processing of your personal data at any time, where processing is based on your consent. To withdraw your consent, please contact our Data Protection Officer using the contact details below. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

HOW TO MAKE A REQUEST

If you wish to make a request associated with any of the rights listed above, contact the Council using the contact details at the top of this notice.

INTERNATIONAL TRANSFERS

In some cases, personal data we collect may be processed outside of the United Kingdom. Specifically, Veolia may store or process data in the **Republic of Ireland**, which is part of the **European Economic Area (EEA)**.

Transfers to Ireland are permitted under current UK data protection laws, as the UK government recognises the EEA as providing an adequate level of protection for personal data.

COMPLAINTS

If you consider that your personal data has been misused or mishandled, you may make a complaint to the Information Commissioner, who is an independent regulator. Further information can be found at: <https://ico.org.uk/make-a-complaint/your-personal-information-concerns/>

The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
0303 123 1113

Any complaint to the Information Commissioner is without prejudice to your right to seek redress through the courts.

CHANGES TO THIS PRIVACY NOTICE

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.
