

Privacy Notice – Waste and Recycling

This notice sets out how Eastleigh Borough Council (EBC) uses and protects any information that you give for the purpose of dealing with enquiries and complaints regarding the provision of statutory waste and recycling household collections (including clinical, bulky and assisted lift collections.)

Eastleigh Borough Council (EBC) is committed to protecting and respecting the privacy of your personal data. As a registered Data Controller (Reg. no. Z7118863) we comply with the General Data Protection Regulations 2018 (GDPR). Our full privacy notice can be found at www.eastleigh.gov.uk/privacy.

Why do we need your personal information?

Domestic Waste & Recycling

Category of personal data we may request includes:	Purpose of requesting information:
Name, address, contact details <ul style="list-style-type: none">Evidence for bin upgrades (e.g. birth certificates etc.)Payment details for new bins etc.	<ul style="list-style-type: none">To empty your bin(s) or repair/replace it where necessaryTo assess bin upgrade requestsTo deliver a bin when requestedTo respond to any other request you have made e.g. missed binsTo respond to a query or complaint
Who we may share your data with includes but is not limited to:	<ul style="list-style-type: none">Customer ServicesWaste crewsApplicantsCase ManagementInternal audit
Lawful basis for using your personal data:	<ul style="list-style-type: none">Article 6 (1) (e) - Public Task
Lawful basis for using your special personal data:	<ul style="list-style-type: none">Article 9 (2) (g) – Substantial public interest

Clinical waste

Category of personal data we may request includes:	Purpose of requesting information:
Name, address, contact details <ul style="list-style-type: none"> • Medical details • Details of healthcare professional authorising clinical waste collection and providing details of type of waste to be collected 	<ul style="list-style-type: none"> • To provide a clinical waste collection • To respond to a query or complaint
Who we may share your data with includes but is not limited to:	<ul style="list-style-type: none"> • Customer Services • Case Management • Applicant • Waste crews • Internal audit
Lawful basis for using your personal data:	<ul style="list-style-type: none"> • Article 6 (1) (c) - Legal obligation • Article 6 (1) (e) - Public Task
Lawful basis for using your special personal data:	<ul style="list-style-type: none"> • Article 9 (2) (i) - Public Health (Clinical waste)

Assisted Lift

Category of personal data we may request includes:	Purpose of requesting information:
Name, address, contact details <ul style="list-style-type: none"> • Medical/disability details/age where relevant • Signature 	<ul style="list-style-type: none"> • To provide an assisted lift collection
Who we may share your data with includes but is not limited to:	<ul style="list-style-type: none"> • Customer Services • Case Management • Applicant • Waste crews • Internal audit
Lawful basis for using your personal data:	<ul style="list-style-type: none"> • Article 6 (1) (a) – Consent
Lawful basis for using your special personal data:	<ul style="list-style-type: none"> • Article 9 (2) (a) – explicit consent

Bulky Waste

Category of personal data we may request includes:	Purpose of requesting information:
Name, address, contact details <ul style="list-style-type: none">• Payment details (e.g. credit/debit card)	<ul style="list-style-type: none">• To provide a bulky waste collection
Who we may share your data with includes but is not limited to:	<ul style="list-style-type: none">• Customer Services• Case Management• Waste crews• Finance• Internal audit
Lawful basis for using your personal data:	<ul style="list-style-type: none">• Article 6 (1) (b) - Contract
Lawful basis for using your special personal data:	n/a

Who we might share your information with

Your personal information will be treated as confidential, but it may be shared with other Council services in order to provide services, meet our legal obligations as a Local Authority, ensure our records are accurate and up-to-date and improve the standard of the services we deliver. It may also be shared with external organisations involved in delivering services on our behalf where the Council has a lawful basis to do so. We will only use your information in ways which are permitted by the General Data Protection Regulation and the UK Data Protection law.

- The Council has a duty to protect the public funds it administers and may use the information you have provided or share it with other bodies for the purpose of preventing and detecting fraud. This includes participation in the Cabinet Office [National Fraud Initiative](#).
- We will NOT use your personal data for marketing products or services.

How long we keep your data?

We retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purpose of satisfying any legal, accounting or reporting requirements or to fulfil statutory obligations. Full information regarding retention periods for the different types of data can be found on our website in the [retention and disposal](#) schedule.

Data Protection Officer

If you wish to ask us anything about data protection, ask for a copy of your data or you have a complaint about how we have used or looked after your data, you can contact our Data Protection Officer at:

Data Protection Officer
Eastleigh Borough Council
Eastleigh House
Upper Market Street
Eastleigh SO50 9YN
Email: DP@eastleigh.gov.uk

For more information on Data Protection in general, or if you wish to make a complaint relating to how your personal data has been used, please contact:

The Office of the Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AX

Website: www.ico.org.uk

Email: casework@ico.org.uk