

## **Bulky Waste Privacy Policy - Vale of Glamorgan Council**

Being transparent and providing accessible information to individuals is the foundation of the Data Protection Act 2018 [DPA] and the General Data Protection Regulation [EU 2016/679] [GDPR]

### **How we use your information in relation to the Bulky Waste Collection Service**

This privacy notice tells you what to expect when the Vale of Glamorgan Council [VOG] collects personal information with regard to your use of the VOG's Bulky Waste Collection Service.

### **Purpose of processing your personal information**

As a local authority, the council delivers services to you. In order to do this in an effective way we will need to collect and use personal information about you.

So that the council can administer your request it is necessary for us to collect personal information from you to:-

- Complete your bulky waste collection
- Contact you if there is a problem or if we need more information about your collection

The type of personal information we collect is:-

- Name and contact details (phone number, email address)
- Address of items to be collected
- A photograph may be taken at the front of the relevant property in case of any failed collection. Photographs will be taken of the property only to ensure that no people are identifiable within the picture.

The DPA 2018 and the GDPR ensure that we comply with data protection principles. These principles are to protect you and they ensure we:

- Process all personal information lawfully, fairly and in a transparent manner.
- Collect personal information for a specified, explicit and legitimate purpose.
- Ensure that the personal information processed is adequate, relevant and limited to the purposes for which it was collected.
- Ensure the personal information is accurate and up to date
- Keep your personal information for no longer than is necessary for the purpose[s] for which it was collected.
- Keep your personal information securely using appropriate technical or organisational measures.

### **Who we share your information with**

To ensure that the Council provides you with an efficient and effective service we will sometimes need to share your information between teams within the Council as well as partner organisations that support the delivery of the service you receive. In this case your personal information will be shared with the Council's bulky waste collection staff and CIV staff which is the Council's contact centre.

We will only use your information in ways which are permitted by the Data Protection Act 2018.

The Council may also use your information for the purpose of performing any of its 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.

### **How long will we keep your information**

We will keep your information for as long as it is required by us or other regulatory bodies in order to comply with legal and regulatory requirements or for other operational reasons. In most cases this will be a minimum of 6 years.

### **Your rights as a Data Subject**

You have certain rights under the DPA 2018 and GDPR

You have the right:

- to be informed via a Privacy Notice such as this
- to access any personal information that we hold about you;
- to rectification, we must correct inaccurate or incomplete data within one month
- to erasure, you have the right to have your personal information erased and to prevent processing unless we have a legal obligation to process your personal data.
- to restriction, you have the right to suppress processing. We can retain just enough information about you to ensure that the restriction is respected in future.
- to data portability. We can provide you with your personal data in a structured, commonly used, machine readable form when asked.
- to object. You can object to your personal data being used for profiling, direct marketing or research purposes.
- to complain if we refuse a request you may make using these rights and you are not happy with our reason.
- you have rights in relation to automated decision making and profiling, to reduce the risk that a potentially damaging decision is taken without human intervention.

We may refer any request you may make using these rights to another organisation, if they have been involved in processing your personal data.

### **Contact Information**

If you would like to discuss your rights regarding information held by the Council please contact our Data Protection Officer at [dpo@valeofglamorgan.gov.uk](mailto:dpo@valeofglamorgan.gov.uk) or 01446 700111.

If you have concerns about the use of your personal data please contact the Information Commissioners Officer via their website <https://ico.org.uk> or the helpline on 0303 123 1113. The Information Commissioners Officer are an independent body set up to uphold information rights in the UK.

Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow

Cheshire  
SK9 5AF

### **Changes to this Privacy Notice**

We will keep our privacy notice under regular review. This privacy notice was last updated

December 2018