

Privacy Notice for Assisted Waste Collections

Why we are collecting your personal data

Lewes District Council and Eastbourne Borough Council are data controllers and are collecting your personal data in order to support the provision of an assisted waste collection at your property.

We will use your personal data in order to:

- Check the information and evidence you have provided in your application.
- Determine if you are eligible for the assisted waste collection service
- If you are eligible, provide an assisted waste collection service which meets your needs.
- Administer the assisted waste collection service.
- Contact you from time to time regarding the service.

What personal data are we collecting from you?

To provide you with the assisted waste collection service, the Council will collect and hold the following personal information about you:

- Your contact details – including your name, address, telephone number, email address
- The reason you need an assisted waste collection
- If applicable, any contact we have had with you regarding your waste collections such as telephone calls or home visits.

After collecting your personal data, we will use it to assess your suitability for an assisted collection. If we reject your application, we will inform you and we will delete your personal data. We will store information about successful applications on secure computer data files.

What is the legal basis for processing this data?

Processing your personal data is necessary for the following reason:

- The performance of a task carried out in the public interest, which is founded on section 45 of the Environmental Protection Act 1990, under which Lewes District Council and Eastbourne Borough Council have a duty to provide household waste collection services.

If we have collected any information about your health, our legal basis for doing so is that it is necessary for reasons of substantial public interest.

Lewes District Council, Southover House, Southover Road, Lewes, BN7 1AB
Eastbourne Borough Council, Eastbourne Town Hall, Grove Road, Eastbourne, BN21 4UG
In partnership with **Eastbourne Homes Limited**, a company wholly owned by Eastbourne Borough Council (Registered company no. 5340097)

Who will your data be shared with?

To ensure our record keeping is efficient and to be able to provide services quickly across Lewes and Eastbourne, we hold your personal information in a centralised customer record. For residents within the Eastbourne Borough catchment, our third party contractor SEESL will provide the assisted waste collection service. For those within the Lewes District catchment, Lewes District Council will provide the assisted waste collection service.

We share basic information such as names and addresses between certain Council services to ensure our information on you is up to date and accurate.

The councils are required by law to protect the public funds they administer. We may use any of the information you provided for the prevention and detection of fraud. We may also share information with other bodies that are responsible for auditing or administering public funds, including the Cabinet Office to assist in the prevention and detection of fraud.

Providing accurate data

It is important that we hold accurate and up to date information about you in order to assess your needs and deliver appropriate services. If any of your details change, please tell us as soon as possible so that we can update your records.

We will not:

- Use your data for marketing or sales purposes without your prior explicit consent.
- Send or store your data abroad.
- Make decisions about you based on automated processing.

How long will we hold your data for?

Once you or we cancel the assisted waste collection service at your property, we will hold your personal data for three years and will then dispose of the details securely.

When you or we cancel the service, we send a cancellation notification to our contractor. This notification only contains your address and the fact the assisted collection has been cancelled at that address.

Your rights

You are entitled to request a copy of any information about you that we hold.

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If the information we hold about you is inaccurate you have a right to have this corrected and you have the right to request completion of incomplete data.

You have the right to request that we stop, or restrict the processing of your personal data, in certain circumstances. Where possible we will seek to comply with your request, but we may be required to hold or process information to comply with a legal requirement.

You have the right to object to the processing of your personal data in certain circumstances. We may still be required to hold or process information if there are legitimate grounds for doing so.

If you are dissatisfied with how the councils have used your personal information you have a right to complain to the Information Commissioner's Office at casework@ico.org.uk

Identity of Data Protection Officer

Oliver Dixon, Senior Lawyer and Data Protection Officer

Contact details

Lewes District Council and Eastbourne Borough Council
Eastbourne Town Hall, Grove Road, Eastbourne, BN21 4UG

Email: accesstoinformation@lewes-eastbourne.gov.uk

Telephone: 01323 410000