

## Privacy Notice Assisted Waste Collection Service

The Data Controller of the personal data being collected and processed is **Dumfries and Galloway Council**. This privacy notice will inform you why we collect your personal data, how long we will keep your personal data, the intended processing of your personal data and any other information which will make the processing of your personal data fair, lawful and transparent. Should the Council intend to process your personal data for another reason which is not specified in this notice or for statutory functions; the Council will contact you to provide information.

### Dumfries and Galloway Council Contact Details:

Address: Dumfries and Galloway Council, Council Headquarters, English Street, DG1 2DD  
 Email: [contact@dumgal.gov.uk](mailto:contact@dumgal.gov.uk)  
 Telephone: 0303 333 3000

### Data Protection Officer's Contact Details:

Address: Data Protection Officer, Dumfries and Galloway Council, Council Headquarters, English Street, DG1 2DD  
 Email: [dataprotection@dumgal.gov.uk](mailto:dataprotection@dumgal.gov.uk)  
 Telephone: 01387 260315

#### Why are we collecting your personal data?

- Dumfries and Galloway Council are collecting your personal data for the purpose of providing your address to the refuse collection service in order for them to provide an assisted waste collection at your property

#### What personal data are we collecting from you?

- The Council need to collect: name, house address and reason for needing an assisted collection

#### What is the legal basis for collecting your personal data?

- Performance of the service

#### The personal data we collect is necessary to undertake the service, if you do not provide your personal data the following may happen:

- The assisted collection service will not be provided

#### What will we do with your personal data?

- Once the personal data is collected it will be used to assess your suitability for the provision of an assisted collection.
- If your application is rejected you will be informed of that decision and your personal data will be deleted.
- The information regarding successful applications will be stored on secured computer files with only authorised access and any hard copies will be destroyed.
- Your information will not be shared with anyone else except your address, which will be shared with collection crew providing your assisted collection.

**How long will your personal data be stored in the Council?**

- Personal information regarding successful applications will only be stored until you cease to receive the assisted collection

**How will we secure your personal data?**

- Password protected computer files, with restricted access

**Your Individual Rights**

- You have the right to:
  - Be informed
  - Withdraw your consent at any time
  - Request access to your personal data
  - Data Portability (this is to move your data where the legal basis is consent or performance of a contract)
  - Request your data to be corrected
  - Object to the processing of your data
  - Request your data to be forgotten (deleted) where the legal basis is consent
  - Restrict the processing of your data
  - Lodge a complaint with the Information Commissioner's Office (ICO)

**Your responsibilities**

- To contact the data controller (Dumfries and Galloway Council) to update your information if it changes. Example: You are a parent of a child enrolled in a school in Dumfries, if you move house and do not inform us; this will prevent us from sending vital school information to the correct address.

**Consent:**

I have been made aware of my rights in accordance with the General Data Protection Regulation and the Data Protection Act (2018).

I authorise Dumfries and Galloway Council to process my personal data for the intended purposes as explained in this privacy notice:

Name:..... Signature: .....

Date: .....

Should you wish to lodge a complaint, provided are the details of the supervisory authority; the Information Commissioner's Office (ICO):

Address:

Information Commissioner's Officer, Wycliffe House, Water Lane. Wilmslow, Cheshire.

Telephone: 0303 123 1113

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