

Privacy Notice

Assisted collections

New Forest Waste & Recycling are committed to protecting and respecting your privacy.

For the purpose of the 2018 General Data Protection Regulation, the data controller is New Forest District Council, Appletree Court, Beaulieu Road, Lyndhurst SO43 7PA.

You can contact the Councils Data Protection Officer by email to data.protection@nfdc.gov.uk

The information we collect from you

The information we collect includes; name, postal address, preferred contact method- email address or telephone number. We also need to know the location you will leave the waste and recycling for collection.

We use your information to:

- register you on our system
- ensure the correct performance of the assisted collection service
- enable us to deliver the service, efficiently and safely, to those residents who register for this service
- enable the collection crew to identify your property and collect waste and recycling from an agreed location
- ensure we can contact you in future so that we can keep our records up to date.

We may need to share your information with our service providers, associated organisations and agents for the purposes above.

We **WILL NOT** share your information with any external party for marketing or promotional purposes.

The legal grounds for processing your information

- Where it is in the public interest to do so
- In order to perform a contract
- Where it is in the legitimate interest of New Forest District Council to do so
- With your consent or explicit consent, for example when dealing with sensitive issues, such as health-related matters.

The departments that can access your information

- New Forest District Council Waste and Recycling staff
- New Forest District Council Customer Services staff
- New Forest District Council Information Communication Technology Department
- Service software providers.

The length of time your information will be stored for

We keep your information until the service is no longer required at the address in question.

Other information we may collect from you whilst you are using our web services.

For our system administration purposes we may collect information about your computer including:

- your IP addresses
- traffic data
- location data
- weblogs and other communication data operating system and browser type

This is statistical data about our users' browsing actions and patterns.

We may also obtain information about your general internet usage by using a cookie file, which is stored on the hard drive of your computer. Cookies help us to improve our site and to deliver a better and more personalised service.

You can find out more about cookies at newforest.gov.uk/article/12727/Cookies-Policy

Where your web based personal data will be stored

All the information you provide to us is stored on our secure servers. We take every precaution to ensure your information is safe and secure, however we cannot guarantee the security of the information you transmit to our site. Any transmission is at your own risk.

Once we have received your information, we use strict procedures and security features to try to any prevent unauthorised access.

Your rights

If you feel that your information has been misused or compromised in any way it is your right to make a complaint for investigation to the Information Commissioners Office using the contact details below.

Information Commissioner - <https://ico.org.uk>

Telephone helpline - **0303 123 1113**

Email - casework@ico.org.uk

Further information

Our 'Information Rights Policy' document provides general information including information on access, portability, withdrawal of consent, correction, restriction, objection and notification.

You can access an electronic version of 'Information Rights Policy' document using the link below newforest.gov.uk/article/18215/GDPR

Hard copies are also available to view at our information Offices.