

# Privacy Notice

## Remind Me text messaging service

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 at [data.protection@nfdc.gov.uk](mailto:data.protection@nfdc.gov.uk)

### **The information we collect from you**

The information we collect includes; name, postal address and mobile telephone number.

### **We use your information to:**

- register you on our system
- establish your collection day based on your postal address
- send you a text message to your mobile phone the evening before your scheduled collection.
- send you text messages about circumstances that may affect our ability to collect your glass, rubbish and recycling, for example severe weather conditions.
- send you text messages about scheduled changes to waste and recycling collections, for example public holidays such as Christmas & New Year.
- inform you of any changes or updates to the Remind Me text messaging service.

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

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.

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 departments that can access your information**

- New Forest District Council Waste & 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 data until you unsubscribe from the text messaging service.

### **What to do if you want to unsubscribe**

You can unsubscribe from the service by texting GLASS STOP to 81025.

This will stop the text messages being sent to you but will not remove your details from the councils Remind Me database.

If you wish to remove your data from the council's database, you can contact us by email to [remind.me@nfdc.gov.uk](mailto:remind.me@nfdc.gov.uk) or you can call our customer services on 023 8028 5000

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

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

- your IP address
- 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](http://newforest.gov.uk/article/12727/Cookies-Policy)

Where your web based personal data will be stored

All 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 prevent any 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](mailto: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](http://newforest.gov.uk/article/18215/GDPR)

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