

Privacy Notice

Healthcare waste 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.

The data controller is responsible for your personal data referred to as “the council”, “we”, “us” or “our” in this privacy notice.

The councils data protection officer (DPO) is responsible for questions relating to this privacy notice, including any requests to exercise your legal rights. You can contact the DPO by email to data.protection@nfdc.gov.uk

This privacy notice gives you information about how the council collects and processes your personal data, including any data you may provide when completing an online form.

(Our website is not intended for children and we do not knowingly collect data relating to children).

Why we need to process your personal information

We may ask you for certain personal information so that we can complete a request for a healthcare waste collection which will:

- Ensure the correct performance of the healthcare waste collection service
- Enable us to deliver the healthcare waste collection of healthcare waste sacks and ‘sharps’ boxes safely, correctly and efficiently
- Enable the collection crew to collect the correct healthcare waste
- Ensure we can contact you about any changes or updates to the healthcare waste collection service
- Enable us to keep our records up to date

The information we collect from you

The information we collect includes contact name, postal address, email address, telephone contact numbers and your service requirements.

We use your information to:

- register you on our healthcare collection database
- ensure that our operative collects the relevant healthcare waste as required
- ensure that our operative collects the healthcare waste from the correct location
- contact you about changes which may affect the delivery of our service to you including changes to collection days and collection closure/downtimes. We may contact you by telephone, email, text message, mobile application, post or other means
- ensure our compliance with Duty of Care requirements

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 the contract that you have entered with us
- Where it is in the legitimate interest of NFDC to do so
- With your consent or explicit consent, for example when dealing with sensitive issues
- Where it is necessary to perform our statutory duties
- Where it is necessary to protect someone in an emergency
- If it is required by law
- It is necessary for employment purposes
- It is necessary for the establishment, exercise, or defence of legal claims
- If you have made your information publicly available
- Where it is to the benefit of society as a whole
- Where it is necessary to protect public health
- Where it is necessary for archiving, research, or statistical purposes
- If it concerns social security law or employment law

Where we rely on your consent and you wish to withdraw this consent, you can do this by contacting us at the address above or emailing us at wasteandrecycling@nfdc.gov.uk

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

The information we collect is recorded and stored in our healthcare waste database. We keep your information for as long as we are providing you with a healthcare waste collection, and for a maximum of 6 months after final collection.

Other information we may collect from you if 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

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

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