

Data Protection Privacy Notice

Service: StreetScene

Team: Recycling and Waste

Processing activity: Provision of chargeable green and bulky household waste collection service

The Data Controller

East Devon District Council's StreetScene Service

Address: Blackdown House, Border Road, Heathpark Industrial Estate, Honiton, EX14 1EJ.

Contactable by emailing streetscene@eastdevon.gov.uk or by calling 01395 517528.

The Data Controller's Representative

Andrew Hancock: Service Lead, Streetscene

Contactable by emailing ahancock@eastdevon.gov.uk or by calling 01395 517528.

The Data Protection Officer

Henry Gordon Lennox

Contactable by emailing dataprotection@eastdevon.gov.uk or by calling 01395 517401.

Use of your personal information

We are using your personal information for the purpose of processing your request for a green or bulky household waste collection service and on the basis of our contractual relationship with you.

Your personal information will be used to process your request and payment.

We may hold copies of photographic images of waste receptacles and collection points in order to deal with queries around missed collections. These images will be stored securely by our contractor and there is no intention to include any personally identifiable detail within the images.

Who will receive or see my personal information?

Your personal information will be available to be seen by those within the StreetScene service and will be shared with our recycling and waste collection contractor and within support services (such as the Legal and Finance Teams and third party payment handler) where necessary to carry out the purpose.

We may also share information with our corporate safety officer when our staff safety is viewed as being at risk. Information may also be shared with partner agencies during safeguarding investigations and for fraud identification and prevention.

Your personal information will be stored securely and will not be accessible to anyone else, including other services within the Council, unless detailed above.

Retention

All your personal information will be held by us only for as long as is necessary and then in accordance with any legal requirements imposed upon us and the Council's retention schedule. For more information please go to our website to view our [Retention schedule](#)

Transferring personal information outside of the EU

Your personal information will not be transferred outside the EU or to any international organisations by the Council. It should be noted that the Council has no control over those accessing its online public registers nor what someone does with any information they obtain from them.

Your rights

Whatever our use of your personal information you have the right of access to that personal information (this means confirmation that we are using your personal information, access to it as well as other detail) and the right to seek rectification if the information is inaccurate.

Because we are using your information on the basis of our contractual relationship with you then you also have the right to data portability.

Also, if you object to our use of your personal information and there is no overriding legitimate interest for us to continue using it or we have used your personal information unlawfully or it is no longer necessary for us to have the personal information, the right to erasure is also available to you.

Details on each of these rights and to how you exercise can be found on our website in the [Your Rights](#) pages.

Complaints

If you are dissatisfied with the way the Council has used your personal information then you may wish in the first instance to make a complaint to the Data Protection Officer. This can be done by;

Writing to: Data Protection Officer, Information and Complaints, East Devon District Council, Blackdown House, Border Road, Heathpark Industrial Estate, Honiton, EX14 1EJ.

You can also email: dataprotection@eastdevon.gov.uk or call 01395 517417.

Alternatively, or if you remain dissatisfied following your complaint to the Data Protection Officer, you may lodge a complaint with The Information Commissioner. The Information Commissioner is the UK's independent body set up to uphold information rights. The ICO can help and advise you on all matters relating to data protection.

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113

Email: casework@ico.org.uk