

Privacy notice for Environmental Services



Personal data held by Environmental Services

In order to, it is necessary for us to collect and hold personal information. This information may include:

- Basic personal information such as address, telephone number, email address
- Details about your household, garden or commercial waste requirements
- Any other information provided in order to maintain services or administer repairs
- CCTV images recorded in all vehicles

Who is processing your data?

All personal data held, is processed in accordance with data protection law. The Data Controller in relation to Environmental Services is Malvern Hills District Council.

Why do we collect your information?

We will collect information about you (where applicable):

- To process a garden waste request
- To process a commercial waste request
- To process a household waste request
- To process the removal of fly tipping
- To manage resident queries and complaints as well as customer satisfaction and contact you regarding them.
- Contact third party contractors in order to make repairs
- For breaches in health and safety, security of vehicles, staff and building and for insurance purposes

What is the legal basis for us to process your data?

The legal basis for processing the data is:

- It is in the public interest or in the exercise of official authority

Who do we share your information with?

We may share your information with:

- Third party contractors
- The Police
- Insurance providers

We will not normally share your information with organisations other than our contractors without your consent, however, there may be certain circumstances where we would share without consent such as where we are required to do so by law, to safeguard public safety, and in risk of harm or emergency situations. Any information

which is shared will only be shared on a need to know basis, with appropriate individuals. Only the minimum information for the purpose will be shared.

How long do we keep your records

We will only keep your information for the minimum period necessary. The information outlined in this privacy notice will be kept in accordance with our retention schedule. All information will be held securely and destroyed under confidential conditions.

Your rights

You have a number of rights under data protection law, including the right to request your information and to request that the information be amended or erased if incorrect.

To request your records, you will need to put your request in writing and provide proof of identification to The Data Protection Officer, Wychavon and Malvern Hills District Council shared Legal Service, Civic Centre, Queen Elizabeth Drive, Pershore, Worcestershire, WR10 1PT or via email, SAR@MalvernHills.gov.uk

You also have a right to make a complaint about our handling of your personal data to the Information Commissioner's Office <https://ico.org.uk/>

Providing accurate information

It is important that we hold accurate and up to date information about you in order to assess your needs and deliver the appropriate services. If any of your details have changed, or change in the future, please ensure that you inform us as soon as possible so that we can update your records.

Further information

If you have any questions or concerns about how your information is used, please contact the Data Protection Officer at Wychavon and Malvern Hills District Council shared Legal Service, Civic Centre, Queen Elizabeth Drive, Pershore, Worcestershire, WR10 1PT, or by emailing SAR@malvernHills.gov.uk

More information about data protection and how it applies to you can be found on the Information Commissioner's Office website at <https://ico.org.uk/>