

# **PRIVACY INFORMATION**

## **Green bin garden waste collection service**

### **Your Privacy Information.**

Please read this in conjunction with the Council's general Privacy Information that can be found here: <http://www.southglos.gov.uk/privacy>

### **Your Information**

This Privacy Information relates to the personal information we have collected directly from you via the e-form you have submitted for a green waste collection service.

You should be aware that the information we have been provided with in relation to the above service contains only enough information to identify you, it does not include sensitive data about you.

We have made sure we will use your information according to the UK Data Protection laws by establishing the condition of a contract between us.

### **How we'll use your information**

We'll use your information to provide the above service you have requested whilst complying with the established lawful conditions.

### **Who we can share your information with**

In order to provide the service you required we will share your information with the following:

- The Environment and Community Services Department
- Suez, our recycling and recovery partners

We may also share your information with others outside of the Council e.g. regulators and other public organisations for the detection and prevention of crime.

### **How long we'll keep your information**

We'll keep your information for as long as you have a relationship with us. Specific information relating to this service will be retained for 7 years after the service is no longer renewed. We may retain anonymised information about the service we provided to help us improve our services in the future.

### **Transferring your information overseas**

Your information is not transferred and stored in countries outside the UK or the European Economic Area (EEA) for the provision of this service.

### **Your rights**

You have a number of rights relating to your information e.g. to see what we hold about you, to ask us to share it with another party, ask us to update incorrect or

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incomplete details, to object to or restrict processing of it or to make a complaint about how we are handling it.

If you have any worries or questions about how your personal information is handled please contact our Data Protection Officer at [DPO@southglos.gov.uk](mailto:DPO@southglos.gov.uk) or write to us at Data Protection Officer, PO Box 1953, The Council Offices, Badminton Road, Bristol, BS37 0DB and we will be pleased to help you.

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) via their [contact page](#) or call them on 0303 123 1113.