

## Environmental Services - Privacy Notice

### Your privacy is important

We regard the lawful and correct treatment of personal data as vital to maintaining the confidence of the many people we deal with. We will treat personal data lawfully and correctly, any personal information you give us will only be used in accordance with the principles found in the General Data Protection Regulations. For more information about the General Data Protection Regulations visit: [www.ico.org.uk](http://www.ico.org.uk)

If you provide any personal information to us, it will only be used for delivering services or keeping you up to date with services delivered to you, unless required by law or for the prevention and detection of crime.

### Why we need your information and how we use it

The Council has to collect personal information from individuals to enable us to fulfil our statutory obligations to deliver services including the collection, transportation and processing of waste, along with a range of discretionary services. The Council has a duty of care to ensure the waste is recovered and disposed of without endangering human health or causing harm to the environment.

Waste includes, but is not limited to; rubbish, recycling, garden waste, flytipping, hygiene and clinical waste, and bulky waste.

We have a statutory obligation to provide these services in accordance with the following legislations, *the list is not exhaustive*:

- Environmental Protection Act 1990
- The revised EU Waste Framework Directive 2008
- The Waste (England and Wales) Regulations 2011
- Controlled Waste (England and Wales) Regulations 2012
- Refuse Disposal (Amenity) Act 1978
- Local Authorities' Cemeteries Order 1977 (England and Wales)

### What type of information is collected from you?

In order to administer our services we will collect personal information from you.

We will only ask for personal information that is appropriate to enable us to deliver our services. In some cases, you can refuse to provide your details if you deem a request to be inappropriate. However, you should note that this may impact on our ability to provide some services to you.

### Who your information may be shared with?

To allow us to provide services we will share necessary information with internal teams and our external contractors and where related to crime or fraud we will share information in line with relevant information sharing agreements.

## How long we keep your information (retention period)

Data is only held as long as is necessary, unless superseded by statutory regulation, and disposed of securely when it is no longer needed.

## How we protect your information

We have implemented generally accepted standards of technology and operational security in order to protect personal data from loss, misuse, or unauthorised alteration or destruction.

Please note however that where you are transmitting information to us over the internet this can never be guaranteed to be 100% secure.

For any payments which we take from you online we will use a recognised online secure payment system.

We will notify you promptly in the event of becoming aware of any breach of your personal data which might expose you to serious risk.

## Third party processors

We use a small number of 'third party processors' to collect and store online data. Each is GDPR compliant. Links to the Privacy Policies of our third party processors are listed below:

- Survey Monkey - <https://www.surveymonkey.co.uk/mp/policy/privacy-policy/>
- Google Analytics - <https://www.google.com/intl/en/policies/privacy/>
- MailChimp - <https://mailchimp.com/legal/privacy/>
- Facebook - [https://www.facebook.com/full\\_data\\_use\\_policy](https://www.facebook.com/full_data_use_policy)
- Twitter - <https://twitter.com/en/privacy>

## Your rights

You have rights under the Data Protection Legislations:

- to access your personal data
- to be provided with information about how your personal data is processed
- to have your personal data corrected
- to have your personal data erased in certain circumstances
- to object to or restrict how your personal data is processed
- to have your personal data transferred to yourself or to another business in certain circumstances
- you have the right to be told if we have made a mistake whilst processing your data and we will self-report breaches to the Commissioner.

## How you can access, update or correct your information

The Data Protection Legislation allows you to find out what information is held about you, on paper and computer records. This is known as 'right of subject access' and applies to your Environmental Services data along with all other personal records.

If you wish to see a copy of your records you should contact the Data Protection Officer, Fenland District Council, Fenland Hall, County Road, March, Cambs, PE15 8NQ.

[foi@fenland.gov.uk](mailto:foi@fenland.gov.uk) you are entitled to receive a copy of our records free of charge, within a month.

In certain circumstances access to your records may be limited, for example, if the records you have asked for contain information relating to another person.

The accuracy of your information is important to us to be able to provide relevant services more quickly. If you change your address or email address, or if any of your circumstances change or any of the other information we hold is inaccurate or out of date please email us or write to us at:

Environmental Services, Fenland District Council, Fenland Hall, March, PE15 8NQ

Email : [info@fenland.gov.uk](mailto:info@fenland.gov.uk)

Garden Waste Change of Address: <https://www.fenland.gov.uk/changesubscription>

Council Tax: <https://lwa.financialassessments.co.uk/OnlineApplication/Introduction.aspx?form=CTAXMOVE>

## Further information

If you would like to know more about how we use your information, or if for any reason you do not wish to have your information used in any of the ways described here, please tell us. Contact the Monitoring Officer [monitoringofficer@fenland.gov.uk](mailto:monitoringofficer@fenland.gov.uk) .

If you wish to complain about the way in which your request has been processed then you can use our complaints procedure called "3cs" (<http://www.fenland.gov.uk/threecs>).

If, after an internal review, you are still unhappy with the decision, you have a right of appeal to the Information Commissioner's Office, see [www.ico.org.uk](http://www.ico.org.uk) for further details.