

Privacy Notice

This privacy notice sets out how West Berkshire District Council (the “**Council**”) will use your personal data, and your rights in relation to that personal data. This document describes how and why we collect, store, protect, process and share the data you give to us. It is written in accordance with the UK data protection legislation.

This notice relates to personal data collected under the Household Waste Recycling Centre service (the “**Service**”) We will use this information to confirm your eligibility to use and access the **Service** as per the Household Waste Recycling Centre User Guide.

This notice applies to potential, current and former customers of the service and those we have contacted but have opted not to partake in the service. It is important that you read this notice so that you know how and why we use information about you. It is also important that you inform us of any changes to your personal information so that the information which we hold is accurate and current.

Date of Issue: March 2024

Update History:

<i>March 2024</i>	First issue of a new Privacy Notice: amalgamating Privacy Notice for Recycling Centre Bookings & Household Waste Recycling Temporary and Hire Vehicles. Adding the Household Waste Recycling Centre Permit Scheme.

Directorate: Place
Service: Environment
Team: Waste

About the Organisation

The Council is the Data Controller. This means it is ultimately responsible for the data it holds about you.

Contact Address:

West Berkshire District Council
Market Street
Newbury
Berkshire
RG14 5LD

ICO Registration Number: **Z6825178**
<https://ico.org.uk/ESDWebPages/Entry/Z6825178>

The Data Protection Officer

Contact details for the Data Protection Officer at the Council can be found at:
<http://info.westberks.gov.uk/dpofficer>

THE PERSONAL DATA WE HOLD ABOUT YOU

We will process the following personal data about you:

Household Waste Recycling Centre Permit Scheme

- Your full name and contact details.
- Household address
- Vehicle registration number/s (up to 3 vehicles per household)
- Type, make, model and colour of vehicle(s)

These details are collected and held on your 'My Account' and will be protected using up-to-date technical and organisational security measures.

Where you are applying for a Commercial Type Vehicle Permit, the Council will also collect an image of

- VC5 registration certificate (inside page only)
- Proof of address

Applications are processed using the Councils Case Management system, the Privacy Notice for that can be found here https://www.westberks.gov.uk/media/58152/Privacy-Notice-Case-Management/pdf/Case_Management_-_Privacy_Notice.pdf?m=1706021453380

We will also collect the following personal data about you when you visit our Household Waste Recycling Centres:

- Vehicle registration numbers, time and date of visits
- Image of your arrival (stored for 365 days)

These details are collected and stored on Veolia ANPR software provided by Jenoptik for selected Council and Veolia staff use only and will be protected using up-to-date technical and organisational security measures. This data is stored by Jenoptik using UK data centres.

Appointment Booking System

When you fill in our online booking form, or alternatively telephone us to arrange a booking, we will collect:

- Your address
- Date & time of visit.

If you are a resident of West Berkshire you will be required to have registered for a Household Waste Recycling Centre Permit, we will retrieve personal data from your My Account to populate the appointment booking form, as listed above under Household Waste Recycling Centre Permit Scheme.

We will also collect the following personal data about you when you visit our Household Waste Recycling Centres:

- Time and date of visit.

If you are a resident of West Berkshire and are not able to register for a permit, we will ask for the following information to be provided, so we can contact you regarding your requirements:

- Full name
- Contact details.

If you are a resident of West Berkshire using a temporary and hire vehicle to access the **Service**, we will also collect.

- Full name
- Contact details.
- Vehicle model
- Vehicle registration number
- The type of waste you are looking to deposit.

We will also collect the following personal data about you when you visit our Household Waste Recycling Centres:

- Proof of identity (such as Driving License, Council Tax Bill, or Bank Statement) – this is not retained, it is only needed for inspection at the site to verify your identity and address.

If you are not a resident of West Berkshire, we will collect the following information:

- Full name
- Your address.
- Contact details.
- Car registration number

These details are collected and held on our booking system provided by JRNI and will be protected using up-to-date technical and organisational security measures.

We will also collect the following for non-residents:

- Payment details

You can refer to our Payment Privacy notices here

https://www.westberks.gov.uk/media/46052/Privacy-Notice-Payments/pdf/Privacy_Notice_-_Payments.pdf?m=1657807605800

SOURCE OF YOUR PERSONAL DATA

Household Waste Recycling Centre Permit Scheme

We collect the above information about you from the data you enter when you choose to register for a Permit or update your details using the Councils My Account system <https://www.westberks.gov.uk/register> or by completing an application over the phone with a member of Council staff. Data can also be collected when it is sent to the Council by the

user when additional information is requested to process an application for a Permit, either in person, by post or email.

Data is also collected by ANPR and indicated above, when visiting the Household Waste Recycling centres.

Appointment Booking System

We collect the above information about you from the data you enter when you choose to book an appointment to visit one of our Household Waste Recycling Centres. Data is also collected on site by Veolia using electronic tablets to confirm your attendance.

PURPOSE AND LEGAL BASIS FOR PROCESSING YOUR PERSONAL DATA

In accordance with the data protection laws, we need a "legal basis" for collecting and using information about you. There are a variety of different legal bases for using personal data which are set out in the data protection laws.

We have set out below the different purposes for which we collect and use your personal data, along with the legal basis we rely on to do so.

Why we use your information	Our legal basis for using your information
<p>We will use your data to:</p> <ul style="list-style-type: none">• Confirm your eligibility to use the Household Waste and Recycling Centres.• Confirm vehicle type is suitable to access the Household Waste and Recycling Centres.• Provide you with the correct Permit to access our Household Waste and Recycling Centres.• Confirm an appointment to visit our Household Waste and Recycling Centres.• Check that only Household Waste is deposited at our Household Waste and Recycling Centres.• Contact you on an annual basis to request that you make sure the data we hold about you is up to date and relevant.• Contact you in the event of any query or issue, including any warnings of misuse. <p>Where a service or information request requires you to submit further personal information, a separate privacy notice will describe how we will use that data.</p>	<p>Public Task: Article 6(1)(e) of the GDPR namely the processing is necessary for the performance of a task carried out in the public interest.</p>

SHARING YOUR PERSONAL DATA

You will be able to see and update the data relating to your Permit through the Councils My Account system.

Your data will be seen by employees of the Council relevant to the service or information request you have made.

We share your personal data with third parties where it is necessary for the delivery of the Permit scheme and appointment booking.

The third parties we will share your personal data with are set out below: -

- Vehicle registration mark only, solely for the purpose of obtaining vehicle type, make and colour - **Driver and Vehicle Licensing Agency (“DVLA”)**
- Vehicle registration mark only, solely for the purpose of allowing eligible users into our recycling centres, in permitted vehicles, and to monitor use and identify misuse of the Household Waste Recycling Centres. - **Veolia** (<https://www.veolia.co.uk/>) and their automatic number plate recognition provider **Jenoptik** (<https://www.jenoptik.com/>).
- Vehicle registration mark of all vehicles registered for a permit at your household, name, contact details, date and time of booking for the purpose of managing the booking system, making and confirming appointments – **JRNI & Veolia**

Veolia’s ANPR privacy notice, is available publicly here - <https://www.veolia.co.uk/privacy-policy>.

Where a service or information request requires us to share your data with other parties, a separate privacy notice will describe who that is.

We may also share your data if we are required to do so by law, for example by court order or to prevent fraud or other crime.

RETAINING YOUR PERSONAL DATA

Your personal data will not be kept longer than necessary and will be stored securely by us for as long as you have an active Household Waste Recycling Centre Online Permit. We will store personal data of inactive permits for a maximum period of 1 years. Images, time, and date of arrival captured by automatic number plate recognition will be stored for a maximum of 365 days.

You can check how long the Council will keep each type of data against our retention schedule (www.westberks.gov.uk/retention).

YOUR RIGHTS

Under certain circumstances, by law you have the right to:

- **Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal information to another party.

HOW TO MAKE A REQUEST

If you wish to make a request associated with any of the rights listed above, contact the Council using the contact details at the top of this notice.

INTERNATIONAL TRANSFERS

Your personal data will not be processed outside the UK or by an international organisation.

COMPLAINTS

If you consider that your personal data has been misused or mishandled, you may make a complaint to the Information Commissioner, who is an independent regulator. Further information can be found at: <https://ico.org.uk/make-a-complaint/your-personal-information-concerns/>

The Information Commissioner can be contacted at:

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

0303 123 1113

Email: casework@ico.org.uk

Any complaint to the Information Commissioner is without prejudice to your right to seek redress through the courts.

CHANGES TO THIS PRIVACY NOTICE

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.