

Environmental Services Privacy Notice

Who are we?

Fenland District Council is a 'Data Controller' as defined by Article 4(7) of the General Data Protection Regulation (GDPR). This Privacy Notice is designed to help you understand how and why Environmental Services process your personal data. For more information on your rights and how to lodge a complaint, you should read this in conjunction with the Council's [Privacy Statement](#).

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.

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.

What personal information do we collect?

We need to know the following information about you:

- Garden waste Customers: Name, address, Direct Debit details, email, phone number, number of garden waste bins, payment records.
- Bulky waste Customers: Name, address, phone number, email, collection information.
- Household waste /clinical Customers: Name, address, email, contamination records, health data
- Commercial waste Customers: Business contact, Payment details, email address

Why do we need this?

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. We need the personal information collected to:

- Run an effective service,
- Notify customers of changes,
- Notify customers when payments are due/overdue.

Starting from April 2022 we will be moving to sending invoices and associated correspondence for commercial waste and Recycling Waste customers by email. For this purpose, we will be contacting customers to ensure that our records are accurate and up to date before the beginning of April 2022. If you wish to discuss this change further, please contact commercialwaste@fenland.gov.uk.

Why are we allowed to process your information?

Data protection law allows us to process your information within certain conditions. In this case we are using:

- Article 6.1(e) - processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller

We have a statutory obligation to provide 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)

We also need an appropriate lawful reason to process sensitive data. In this case we are processing your sensitive personal data (health data) in line with:

- Article 9.2(g) of the GDPR - processing is necessary for reasons of substantial public interest, on the basis of Union or Member State law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject

The processing of special category under Article 9 also requires the following conditions for processing from the UK Data Protection Act 2018 to be met:

- Schedule 1, Part 2 section 6(a), processing is met under the exercise of a function conferred on a person by an enactment

Who will we share this 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 the Prevention and Detection of Crime exemption. When it is necessary, we may disclose your personal information to the following organisations:

- BARTEC <https://www.bartec.de/en/data-protection/> to run an effective waste collection service
- PERMISERV [PermiServ Security Standards | PermiServ](#) to manage garden waste subscription sticker production and distribution
- NOVUS ENVIRONMENTAL [Privacy Policy - Novus Environmental \(novus-environmental.co.uk\)](https://www.novus-environmental.co.uk) to manage the collection of household clinical waste.

How do we keep your records confidential and secure?

Everyone working in the Council has a legal and professional duty to ensure that all your information is safely and securely protected and kept confidential. We will take all reasonable steps to prevent the loss, misuse or alteration of your personal information. Our networks are kept secure, internal and external IT is protected using appropriate safeguards, and audits ensure we protect your right to privacy and confidentiality. We only keep your records as long as we need to and are required to by law, after which they are securely destroyed.

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.

How long is my information kept for?

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 can you update or correct your information?

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

Changes to this notice

We may update this privacy notice from time to time. When we change this notice in a material way, we will update the version date at the bottom of this page. For significant changes to this notice we will try to give you reasonable notice unless we are prevented from doing so. Where required by law we will seek your consent to changes in the way we use your personal information.