

Waste Services

We are committed to keeping your personal information safe. Processing it under our duties under the General Data Protection Regulation.

We will keep your information accurate and up to date and we will not keep your information longer than necessary. The Isle of Wight Council is the data controller for all personal information that it processes.

You can contact our Data Protection Officer by emailing dpo@iow.gov.uk. Or write to Data Protection Officer, County Hall, High Street, Newport, IW PO30 1UD.

This notice explains how Waste Services use your personal information and the ways we protect your privacy. This notice applies to all personal data collected for or on behalf of us.

The lawful basis for collecting or processing your personal information is:

- consent
- contract
- public task

How we use your information

To enable us to carry out our functions, it is necessary for us to collect or process your personal information. This will include:

- Your name
- Your telephone number
- Your email address
- Your date of birth
- Your medical needs
- Your property details (such as your address)
- Your vehicle details (such as your vehicle registration number)
- Your bank details

We use the information to provide waste and recycling services to residents on the Isle of Wight, and to resolve any issues or complaints relating to this service. The information may be used for, and in relation to;

- Waste Collections- we may collect any of the following depending on the service you require; your name, address, telephone number, email address, number of children in your household and date of birth, number of adults in your household and date of birth, statement of medical condition and vehicle details.
- Household Recycling Centres- Your name, address and vehicle registration number are required to verify your identity upon visiting recycling centres.
- Paid for services - bank details may be required in the case of paid for services e.g., Direct Debit for green garden waste subscription.

We will share your information with our following Isle of Wight Council internal services:

- Council Tax
- Business Rates
- Environmental Health

We are required by law to protect the public funds we administer. Sharing information provided with other bodies responsible for auditing or administering public funds. We take part in the Cabinet Office's [National Fraud Initiative](#). This is a data matching exercise to assist in the prevention and detection of fraud. We are required to provide sets of data to the Minister for the Cabinet Office for matching. View more information on counterfraud and corruption.

We will share your information with the following external organisations:

- Isle of Wight Council Waste Services Provider
- Island Roads
- Police

The council may also be required to disclose personal information to other third party organisations such as the Police, Department for Work and Pensions or for the National Fraud Initiative for the purposes of preventing or detecting crime or apprehending or prosecuting offenders.

Whenever we use information, we always limit this to only the details that are needed and we ensure that it is used, and stored, safely and securely.

Retention period or criteria used to determine the retention period

We will keep your personal information only for as long as it is needed for the purpose for which it was collected. Further details can be found by contacting waste.contract@iow.gov.uk.

Your legal rights

Under some circumstances, you have rights under data protection laws in relation to your personal data. Please note not all these rights apply to all processing. You have the following rights:

- The right to be informed – you have a right to be told how we use your personal data
- The right of access – you have the right to request a copy of the information that we hold about you
- The right to rectification – you have a right to ask us to correct information we hold about you if it is wrong
- The right to erasure (right to be forgotten) – in certain circumstances you can ask for the data we hold about you to be erased from our records
- The right to restrict processing – where certain conditions apply you have a right to restrict the processing
- The right to data portability – you have the right to have the data we hold about you transferred to another organisation
- The right to object – in some circumstances you have the right to object to your personal data being used

Rights of automated decision making and profiling. You have the right for any decision made by a computer to be reviewed by a human being. You can object to us profiling your behaviours and characteristics.

Some of the rights are complex, and there are circumstances where your rights will not apply. For example, the right to erasure will not apply if your personal data is required to comply with a legal obligation. We recommend you read the guidance notes from the [Information Commissioners Office](#).

Queries and complaints

If you have a complaint about the processing of your personal data, please contact us by:

- emailing dpo@iow.gov.uk
- writing to Data Protection Officer, County Hall, High Street, Newport, IW PO30 1UD

If you are not satisfied following an internal complaint, you can lodge a complaint with the [Information Commissioners Office](#).