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Service Area: Communities
Work Area: Waste Strategy & Operations
Contact Details: 01443 866533
RECYCLINGWARDS@CAERPHELLY.GOV.UK
Privacy Notice Name: Commercial Waste Customer Privacy Notice
Description of Privacy Notice: This privacy statement will explain how Caerphilly County Borough Council will use personal and business information in respect of commercial waste contract enquiries and set up.

How we will use your information

Source and type of information being processed

Caerphilly County Borough Council's Waste Strategy and Operations will use your information to contact customers via email for the purpose of correspondence regarding changes to commercial charges/collection days or anything that may affect the collections at that premise. Email addresses are also used to send Duty of Care Controlled Waste Transfer Note's (required by the waste carrier by law), this is to reduce the amount of paper the authority sends out.

The information that we collect from you will be used to set up commercial contracts, with information as to where the location of the collections will be, information as to where to send invoices for payments for the contract and email address for correspondence and issuing of Duty of Care's. Contact details are also required for any issues with collections or the container (i.e. commercial contamination) we will contact them via phone or email and inform them under the T&C's of the contract we can charge £40 per contaminated commercial bin.

Information gathered by the contact centre is securely sent electronically to the recycling warden, the commercial waste database and the technical assistant responsible for the area in order to contact the customer to provide advice on prices, frequency of collection, contract terms and conditions for the customer to decide whether they would like to continue with the service. Phone calls and emails from customers direct to the department are dealt with in the same manner.

During the process of setting up a customer contact details i.e. business address, contact name and authorised signatory etc are obtained. On completion of this process a copy of the contract is retained and the customer has a copy.

Categories of personal data obtained

Caerphilly County Borough Council has obtained the following categories of your personal data:

- Business name

- Business address
- Personal name
- Personal address
- Contact numbers
- Personal email address
- Business email address

Source of the personal data

Personal data is obtained during the application process of obtaining a commercial waste contract/collection.

Your Obligations

There is a contractual obligation between Caerphilly county borough council and the customer/business in order to dispose of waste legally in accordance with Section 34 of the Environmental Protection Act 1990.

You have an obligation to provide the information requested

There is a statutory obligation for you to provide the information requested as detailed below:

Commercial/business that generates waste has a duty under Section 34 of the Environmental Protection Act 1990 to dispose of their waste legally via registered waste carriers/brokers. The information that is gathered (mentioned under source and type of info gathered) allows us to be able to provide the service to the addresses and invoices to be sent where requested as there is a charge on all commercial containers.

Consequences of not providing the information requested

Without this information CCBC are unable to provide the service to the location the business is at and send payment information to the invoicing address specified to us by the customer. Providing a commercial waste service also minimised any illegal disposal of commercial/business waste at any HWRC's throughout the borough.

Purpose and legal basis for using your information

Purpose of processing

For the application process of becoming a new commercial customer with CCBC. A business enquiring about the services has no obligation to becoming a customer, we provide information on services, frequency of collections, costs etc and then they decide if they wish to continue or not.

Legal basis for processing

There is a contractual obligation to process your information detailed below:

There is a legal binding contract between CCBC and the business regarding the collection and disposal of the commercial waste at the premise.

In order for the processing of personal data to be lawful under the General Data Protection Regulations 2016, a valid condition from Article 6 of the Regulations must be identified, which is outlined below:

1(b) processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract;

Who will have access to your information

Identity of Data Controller and Data Protection Officer

The Data Controller for your information is Caerphilly County Borough Council. The Data Protection Officer is:

Mr Carl Evans
Corporate Information Governance Manager / Data Protection Officer
Email: dataprotection@caerphilly.gov.uk
Tel: 01443 864322

Other Data Controllers may also be responsible for your information, depending on the specific circumstances. Please contact the Service Area for further information.

Details of main users of your information

Administration, Treatment and Disposal staff.

Details of any sharing of your information within Caerphilly county borough council

Information of new commercial customers is stored within Waste Strategy and Operations, sent to Sundry Debtors for billing/invoicing and then details such as business name, address and bins that are going to be delivered and shared with Refuse and Cleansing Supervisors and Collection crews.

Details of any sharing of your information with other organisations

In the event of unpaid/outstanding invoices your information will be passed to an authorised external debt collection company.

Requests for information

All recorded information held by Caerphilly County Borough Council may be subject to requests under the Freedom of Information Act 2000, Environmental Information Regulations 2004 and the Data Protection Act 1998.

If the information you provide is subject to such a request, where possible Caerphilly County Borough Council will consult with you on its release. If you object to the release of your information we will withhold your information if the relevant legislation allows.

How long will we retain your information

Details of retention period

How long Caerphilly County Borough Council retains information is determined through statutory requirements or best practice.

Business names and addresses are stored for as long as they are customers with the authority, once a contract is terminated all details that have been provided for that business

is removed from the commercial waste database. The business name and address and reason for terminating are stored and archived.

Your Rights (Inc Complaints Procedure)

Your rights under the Data Protection

Data Protection gives data subjects (those who the information is about) a number of rights:

- The right of subject access – Application forms for this process are available on our website: [SAR Form](#)
- The right to be informed
- The right of rectification
- The right to erasure
- The right to restrict processing
- The right to object
- The right to data portability
- Rights in relation to automated decision making and profiling.

Further information on your rights is available from: www.ico.org.uk.

To enact your rights please contact the service area detailed on the top of this form.

Complaints Procedure

If you are unhappy with the way that Caerphilly County Borough Council has handled your request / information, you have the right of complaint. Please contact the Service Area detailed at the top of this document outlining your issues.

If you remain unhappy you also have a right of complaint to the Information Commissioner's Office. Please follow this link for further information on the complaints process.

www.caerphilly.gov.uk/My-Council/Data-protection-and-freedom-of-information/Questions-and-complaints

Summary Privacy Notice

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You have a number of rights in relation to the information including the right of access to information we hold about you and the right of complaint if you are unhappy with the way your information is being processed.

For further information on how we process your information and your rights please click the following link:

[{Hyperlink to Full Privacy Notice on our website}](#)