

Service: Refuse, Recycling and Street Cleaning.

Data Controller: Runnymede Borough Council, Civic Centre, Station Road,
Addlestone, Surrey, KT15 2AH

Data Protection Officer: Natalie Lacey, dpo@runnymede.gov.uk

Introduction

We process personal data in connection with waste collection, recycling and street cleansing services. This includes data from the CCTV from our refuse trucks. The organisation is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

What information do we process?

We process a range of information about you. This includes:

- your name, address and contact details, including email address and telephone number;
- financial information such as bank details (should you subscribe to a chargeable service and choose to pay by direct debit).
- The CCTV images are of traffic and other road users, property, pedestrians and the Waste Collection workforce during the duration of each journey.

The organisation collects this information in a variety of ways. For example, data collected from customers subscribing to the garden waste collection service updates the mobile devices in the cab of the collection vehicles with new customer details such as the number and size of bins and whether the resident needs an assisted collection.

Why do we process personal data?

Processing your information is necessary for the performance of a task carried out in the public interest / in the exercise of our official authority. For example to:

- To allow us to contact residents to resolve issues relating to missed waste and recycling collections.
- To keep a database of properties where elderly or disabled residents require an assisted collection service.
- To provide a collection service to residents self-medicating at home who require the collection of clinical waste and sharps.

- To contact residents in relation to fly tipping incidents to assist with enforcement action.
- The processing of CCTV information is necessary to comply with a legal obligation to which we are subject (under the Health and Safety at Work Act 1974, employers have a duty to protect the health, safety and welfare of their employees and other people who might be affected by their business).

We also need to process the data for the performance of a contract with you such as subscribing to a chargeable service such as collection of garden waste or trade waste collection from commercial premises in the borough.

We may also need to process the data where we have a legal obligation to deal with insurance claims in relation to damage caused to / by our vehicles.

Who has access to your data?

Your information may be shared with the parties set out below for the purposes stated above.

- Other Council Departments
- Other Local Authorities
- Legal representatives of other parties
- External Legal advisors to the Council
- Insurers and Auditors
- Law enforcement agencies such as the Police, Trading Standards and the Environmental Agency.

We may also get information from third parties, or give them information to check the accuracy of information, to protect or detect crime, or to protect the public purse, if the law allows it.

The organisation will not routinely transfer your data to countries outside the European Economic Area.

How do we protect data?

We take the security of your data seriously. The organisation has internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties. Data will only be processed by members of staff authorised by the Data Controller for this purpose. Access to our systems is limited

to authorised members of the legal team whose job role requires access to the personal data.

For how long do we keep data?

This varies, for example data relating to assisted and clinical waste collections would be held until the occupant of the property no longer is in need of the service.

Data relating to the domestic refuse and recycling services, such as you name and address, will be held until the occupant of the property no longer is in need of the service.

Data (including financial data) relating to subscription services will be held until the occupant of the property no longer is in need of the service.

Contact details relating to service requests will be auto deleted after 12 months.

We will hold CCTV Images for at least thirty-one days.

At the request of bona-fide Officers or Partners (listed above), we can retain footage for investigative purposes.

Your rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request (known as a subject access request);
- require us to change incorrect or incomplete data;
- ask us to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- object to the processing your data where the legal basis is 'a public task'

You can make a subject access request by completing the organisation's form for making a subject access request. This can be found at the web address below.

<https://www.runnymede.gov.uk/article/14634/Can-I-ask-for-personal-information-about-myself->

If you believe that Runnymede Borough Council has not complied with your data protection rights, you should initially contact our Data Protection Officer and if dissatisfied with the outcome you can make a complaint to the Information

Commissioner. The website address for further information on making a complaint to the Commissioner can be found below:

<https://ico.org.uk/make-a-complaint/>