



## Waste Management Contract Service Requests

Here at Wakefield Council, we take your privacy seriously and will only use your personal information for the purpose(s) listed in section 2 below. This notice provides details of how the Council collects and uses information (data) about you.

We will keep your information (data) secure at all times.

### 1. Who we are.

a) The Controller for the information we hold is Wakefield Council. Contact details:

Wakefield Council

Telephone: 01924 306112

Email: [dataprotection@wakefield.gov.uk](mailto:dataprotection@wakefield.gov.uk)

b) If you have any queries regarding your information that we are using for the purpose outlined in section 2, please contact the Controller's representative. Contact details:

Waste Management Contract

[wastepfi@wakefield.gov.uk](mailto:wastepfi@wakefield.gov.uk)

c) The Council's Data Protection Officer is:

Christine Morrisroe – Information Governance Team Manager

Telephone: 01924 305960

Email: [dpo@wakefield.gov.uk](mailto:dpo@wakefield.gov.uk)

### 2. How we use your data:

Wakefield Council in provision of its Waste Management Services needs to collect the following personal data about you:

Name

Postal Address

Email address

Landline Telephone Number

Mobile Telephone Number

We use this personal data to communicate with you and to facilitate the Waste Management Service Requests that you raise.

Wakefield Council holds this information in its role of Waste Disposal Authority.

Wakefield Council contracts with Wakefield Waste PFI Ltd for its Waste Management Service provision and those services are provided by Renewi UK Services Ltd ( on behalf of Wakefield Waste PFI Ltd).

Wakefield Waste PFI Ltd is the Data Processor and must process your personal data on behalf of Wakefield Council in accordance with its instructions. Wakefield Waste PFI Ltd uses Renewi UK Services Ltd as its contractor to undertake this processing on its behalf.

Wakefield Council will only provide your personal data to Renewi UK Services Ltd (as contractor to Wakefield Waste PFI Ltd) for the purposes of carrying out the Waste Management Service Requests that you raise. Dependent upon your method of contact you may provide your personal data directly to Wakefield Council or to Renewi UK Services Ltd.

### **3. What authority does the Council have to collect and use this information?**

The General Data Protection Regulation (GDPR) Article 6(1)(e) provides authority where 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.

### **4. How long will we keep your data?**

We will keep your personal data, collected for the purpose(s) detailed in section 2, for 7 years from receipt in respect of complaints, and 2 years from receipt in respect of enquires, compliments and the issue of permits unless the Council is required to do otherwise by Law.

### **5. Your rights and your personal data**

Under the GDPR you have the following rights:

#### **Right of Access**

You have a right of access to the personal information that the Council holds about you, and/or the right to be given a copy of the data undergoing processing.

#### **Right to Rectification**

You have the right to request that the Council corrects any personal data if it is found to be inaccurate, incomplete or out of date.

#### **Right to Erasure**

In certain circumstances, you may have the right to request your personal data is erased.

#### **Right to Restriction of Processing**

You have the right, where there is a dispute in relation to accuracy or lawfulness of processing of your personal data, to request that a restriction is placed on further processing.

#### **Right to Portability**

You have the right to request the Council provide you with your personal data and where possible, to transmit that data directly to another data controller. However, this only applies to data that you have provided to us and not to all the information that the Council holds about you.

### **Right to Object to Processing**

In certain circumstances, you may have a right to object to the processing of your personal data.

### **Automated Decision Making**

You have the right not to be subject to a decision based solely on automated processing.

### **Right of Complaint**

You have a right to lodge a complaint with the Information Commissioner, please find contact details below.

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

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

To exercise any of your rights, you should contact the Data Controller's representative as shown in section 1b.

### **6. Transfer of data outside the EU**

Your data will not be transferred outside of the EU

### **7. Automated decision making**

Wakefield Council will not use your personal data to make any automated decisions about you.

### **8. Further processing**

If we wish to use your personal data for a new purpose, not covered by this Transparency Notice, then we will provide you with a new Transparency Notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions.