

Privacy Notice

This document describes how and why we collect, store, protect, process and share the data you give to us. We collect personal data to help us to manage a temporary booking process for our recycling centres.

Date of Issue: 12 May 2020

Update History:

Version 1	First issue of a new Privacy Notice

Directorate: Environment
Service: Transport and Countryside
Team: Waste

About the Organisation

West Berkshire Council is the Data Controller. This means it is ultimately responsible for the data it holds about you.

Contact Address:

West Berkshire Council
Market Street
Newbury
Berkshire
RG14 5LD

ICO Registration Number: **Z6825178** <https://ico.org.uk/ESDWebPages/Entry/Z6825178>

The Data Protection Officer

The Data Protection Officer for West Berkshire Council is:

James Gore AMBCS BA

Contact details can be found here: <http://info.westberks.gov.uk/dpofficer>

What data will we collect about you?

When you fill in our online booking form, or alternatively telephone us to arrange a booking, we will collect:

- Your nameEmail address
- Telephone number
- Vehicle registration number

These details are collected and entered in a Recycling Centre Bookings electronic register.

What will we use your data for?

We will use your data to:

- Identify you
- Process and confirm your booking
- Contact you regarding your booking should it need to be amended or cancelled
- Book you in on arrival at the Recycling Centre

If you indicate consent during the booking process, we will also use your email address to:

- Send you the Council e-newsletter

Who will see your data?

Your data will be seen by the West Berkshire Council Waste team and details will be shared with Veolia, a third party who run the Recycling Centres. Your details will be stored securely in a system called Booking Lab.

Why are we doing this?

Under data protection legislation, the council needs a reason to process your data. In this case, the legal basis for processing in this case is:

- Establishing a contract between you and the council that allows us to process your waste
- In the interests of a public task (waste processing) which is entrusted to the council as a public body; doing this saves public money by ensuring that its recycling centres are used in the most effective way possible when demand is high

You do not have to consent to us collecting and using your data, it's your choice.

If you decide not to consent we can't book you onto the system and you will not be able to visit our Recycling Centres until a later date when restrictions owing to the current pandemic have eased.

How long will your data will be kept?

Your data will not be kept any longer than necessary. You can check how long the organisation will keep each type of data against West Berkshire Council's retention schedule (www.westberks.gov.uk/retention).

How is your data stored and processed?

Your data will be held on the Council's electronic database (Booking Lab) designed for staff use only and will be protected using up-to-date technical and organisational security measures.

Transfer overseas

Your data will not be stored or sent outside of the UK.

Your rights

You have a number of rights when it comes to the data we hold about you. These are detailed on our request form (www.westberks.gov.uk/dprequest) that also allows you to make a request for us to take action about something.

Complaints

If you've already told us we need to do something, but we haven't responded in a way you're satisfied with, you can complain to the Information Commissioner's Office (the ICO). It's easiest to do this online via the ICO website (<https://ico.org.uk/concerns/handling/>), but you can also do so in writing to:

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

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