

Privacy Notice – Garden Waste

Our Commitment to Your Privacy

As part of our commitment to protecting your information, we have updated our Privacy Notice to explain how we collect, store and handle your personal data.

We have always been careful to protect your information, but this is part of our ongoing commitment to be transparent about how we use your information and keep it safe. This will also give you more clarity over how your information is being managed.

Through our privacy notice, we have addressed the standards introduced by the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA).

Who we are

North Kesteven District Council is registered with the Information Commissioner's Office (ICO) as a 'data controller' under Z5680267. This means we will process and hold your personal data once you have signed up for the garden waste collection service.

What information do we collect

We collect the following personal information:

- Your name
- Your postal address
- Your email address
- Your telephone number
- Your payment details to receive the garden waste collection service (this includes details of the associated address for card payments or direct debits).

Under the GDPR, the lawful bases we rely on for processing your personal information are:

- GDPR Article 6(1)(b) (Performance of a Contract) – Processing is necessary for the performance of a contract, in particular to enacting a contractual agreement between householders and the Council in order to arrange for the collection of garden waste as part of a subscription service
- GDPR Article 6(1)(e) (Processing is necessary for the performance of a public task carried out in the public interest or for the Council's official functions) – this duty has a basis in law, as set out in The Environmental Protection Act 1990 and its associated regulations, which place a legal obligation to collect household garden waste.

Why we collect your data

We collect your personal data for the following purposes:

- Contact you with information about your subscription to the garden waste collection service
- Process/renew your Direct Debit mandate or card payment
- Confirm you have paid for the garden waste service
- Deliver bins, or other material related to the garden waste service, to your postal address
- Add your postal address to the collection crews' schedules in relation to garden waste collection
- Send a renewal email or letter.

How we collect your data

We collect your data through an online form or via the telephone when you sign up to receive the garden waste collection service. If you fail to provide certain information when requested, we may not be able to provide you with the garden waste collection service.

When we'll share your data

In order to provide this service, the Council will share your information with Granicus, an organisation based outside the United Kingdom and the European Union (EU). Granicus is based in the United States and a copy of their privacy notice is available here: [Privacy Policy | Granicus](#) When your garden waste subscription is due to end, the Council will contact you using your provided details through Granicus GovDelivery to ask if you wish to arrange a re-subscription to the service or to confirm your subscription requirements for the purposes of adjusting your Direct Debit payment. For further information, a copy of the GovDelivery Subscriber Cookie Statement can be found here: [govDelivery Subscriber Cookie Statement \(granicus.com\)](#) Your data will only be used for the purpose of contacting you in relation to the garden waste subscription and then removed from the database once confirmed. If you end your subscription, we will delete your data and it will not be shared onwards with any other third party.

To enable the delivery of the garden waste scheme and to manage the collection service, the Council uses a data processor, Bartec Municipal Technologies. We have an agreement in place to ensure that Bartec Municipal Technologies keeps your personal data secure. We do not allow our third party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

If you elect to make recurring payments, the Council use a third party contractor, 'Go2Pay' (also known as 'ConnectPay') to process and securely store your card details. Your personal data will be held by 'Go2Pay' and will only be used in connection with this agreement and whilst you receive this service.

The Council uses 'Civica APP' (Flare) to capture and process service requests in relation to waste and recycling. As part of the data processing, customer telephone numbers are held within the software.

Sometimes we have a legal duty to provide personal information to other organisations or if there is a good reason that is more important than protecting your privacy. This does not happen often, but we may share your information with other organisations and the Police Authority for, for example, the prevention and detection of crime and/or for fraud prevention purposes.

We may also share the information with other Divisions within North Kesteven District Council to ensure that you receive the most relevant and up-to-date information from the Council.

We do not sell your personal information to anyone outside of North Kesteven District Council.

Know your rights

You have many rights regarding your personal data, which include seeing what personal information we hold about you. In addition, you can ask us to remove your consent, correct inaccuracies, remove personal data and restrict the personal information we hold. Where possible we will seek to comply with your request, but we may be required to continue to hold and process information to comply with a legal requirement.

If you want to contact us with regards to your rights, please contact dataprotection@n-kesteven.gov.uk

How do we protect your information

We comply with all laws concerning the protection of personal information and have security measures in place to reduce the risk of theft, loss, destruction, misuse or inappropriate disclosure of personal information.

How long do we keep your information

We will keep your information for email communication until a customer unsubscribes, after which it will be securely deleted and removed from the database immediately. A customer can change their subscription preferences via a link to unsubscribe at the end of every email. Alternatively, residents can contact Customer Services who can assist or contact dataprotection@n-kesteven.gov.uk

We will keep your information in relation to a service request for two years, after which time it will be securely deleted.

Updates to this privacy notice

We may update this privacy notice from time to time in response to changing legal, technical or business developments. When we update our privacy notice, we will take appropriate measures to inform you, consistent with the significance of the changes we make.

Where can I get advice and/or make a complaint

If you have any concerns or questions, or would like to make a complaint, regarding data protection matters, please contact our Data Protection Officer at dataprotection@n-kesteven.gov.uk or by calling 01529 414155.

For independent advice and/or to make a complaint about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) at:

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.

Alternatively, visit ico.org.uk or email icocasework@ico.org.uk