

Privacy Notice for Environment

Purpose for processing your information

We collect information in a number of ways, for example, by letter, email, face-to-face, telephone, and online forms. We may also collect information from government departments and from other local or public authorities to enable us to carry out our statutory functions and to provide services to you.

Purchase/Subscription Contract: When you make a purchase or subscription from us, you are entering into a contract with us. In order to perform this contract, we need to process and store your data. For example, we may need to contact you by email or telephone to advise on your collection service, or in the case of problems with your service delivery.

Marketing Communications: We aim to communicate with you about the work that we do in ways that you find relevant, timely and respectful. To do this we use data that we have stored about you, such as transactions you have done with us in the past, as well as any preferences you have told us about. We use our legitimate organisational interest as the legal basis for communications by post and email and will only contact you about services relevant to the data stored.

We collect the following information:

- Name
- Address
- Email address
- Telephone number
- Payment details through our validated service providers

This information is only used for the intended purpose but if we intend to use it for any other purpose; we will normally ask you first. In some cases, the Council may use your information for another purpose if it has a legal duty to do so, to provide a complete service to you, to prevent and detect fraud, or if there is a risk of serious harm or threat to life.

How we collect your information

Purchasing/Subscription: When you make a purchase or subscription from us or when you register on our website we will collect your contact information as outlined above.

The majority of information is collected on web-forms you submit to us for authorisations where required or allowed by law. We may collect information by postal forms, email, on the telephone or online forms including through www.gov.uk.

Who the information is shared with

There are certain circumstances under which we may disclose your personal information to third parties. These are as follows:

- To our own service providers who process data on our behalf and on our instructions (for example our payment system software provider). In these cases, we require that these third parties comply strictly with our instructions and with data protection laws.
- Where we are under a duty to disclose your personal information in order to comply with any legal obligation (for example to government bodies and law enforcement agencies).

How long do we keep your information?

Your personal information in regard to our statutory services are kept private and stored securely until a time it is no longer required or has no use.

Records are maintained in regards to any garden waste subscriptions you have with us, as long as your subscription is active. Accounts and records are deleted after a period of 2 years inactivity.

Your rights and access to your information

You have the right to request a copy of the information that we hold about you.

The new General Data Protection Regulation also gives you additional rights about the information we hold about you and how we use it, including the right to:

- Withdraw consent and the right to object and restrict further processing of your data (Opt Out); however, this may affect service delivery to you.
- Request to have your data deleted where there is no compelling reason for its continued processing and provided that there are no legitimate grounds for retaining it.
- Request your data to be rectified if it is inaccurate or incomplete

You can change your contact preferences anytime in the 'your account' section of our website here.

If you have any concerns

You have a right to complain to us if you think we have not complied with our obligation for handling your personal information; please email waste@harrow.gov.uk.

You have a right to complain to us if you think we have not complied with our obligation for handling your personal information; please visit our [Compliments and Complaints](#) page.

If you are not satisfied with the Council's response you have a right to complain to the Information Commissioner's Office (ICO). You can report a concern by visiting the ICO website.

Automated Decision Making

We do not carry out any automated decision making.

Changes in your circumstances

You must notify us immediately if there are any changes in your circumstances and personal details so we can maintain an accurate and up to date record of your information.