

Privacy Notice for Commercial Waste Collections & Services



Nottingham City Council Information Compliance

Service Area: Waste Services
Directorate: Resident Services
PN-400

07/2025

The Waste Services team are part of Nottingham City Council, who are the data controllers for the personal data (or personal information) that we process about you. When we process personal information relating to you, we will only do so when it is necessary and where we have a lawful reason to do so.

We will use the information provided by you for a number of reasons, depending on the service or reasons for interacting with you. This includes:

- Processing financial transactions
- To investigate financial queries
- To recover debt
- Financial reconciliation
- Financial reporting
- To generate invoices
- To monitor compliance of individuals and businesses in accordance with applicable legislation
- Strategic planning and improvement
- Collection of commercial waste
- Collection of confidential information / waste
- Regulation of licensed activities
- Customer services (To process requests and enquiries)

- Promotion of economic growth
- Liaison with commercial customers directly

When we process your personal information, we will comply with data protection legislation and enable you to exercise your rights contained within the legislation.

What personal information will the Council process?

The information that we collect about you to fulfil the purposes, objectives, or to deliver the services outlined above will relate to your: (this may include all, or some of the following, depending on the service).

- First name
- Surname
- Email address
- Phone number
- Postal address
- Proof of ID (Name & Address)
- Direct debit details

Lawful basis for processing

The basis under which we use your personal information for these purposes is that this is:

- Consent
- Necessary in order to protect the individual's vital interests
- Necessary for the performance of a task carried out in the public interest or in the exercise of official authority (Public Task)
- Necessary for the purposes of legitimate interests., provided on a voluntary basis.

This is a result of the powers or duties contained in:

- The Local Government Finance Act 1988
- The Local Government Finance Act 1992
- Accounts and Audit Regulations 2015
- The Supply of Goods and Services Act 1982
- Local Government Act 1972
- Local Government (Miscellaneous Provisions) Act 1976
- Local Government (Miscellaneous Provisions) Act 1982
- The Environmental Protection Act 1990
- The Environment Act 1995
- The Refuse Disposal (Amenity) Act 1978
- The Local Accountability & Audit Act 2014
- General Data Protection Regulation and the Data Protection Act 2018.

Will my information be shared with other organisations or used for other purposes?

The Council will only share your personal information with other departments within the Council, and with other organisations when it is necessary to provide the services to you, and when we have a lawful reason to do so. The Council may also share your information when we are obliged to by law.

The information may also be used for the purpose of any other function carried out by the Council. This may include sharing your information across the Council, or with external organisations. Information about these functions and the legal basis on which information is used for them can be found at <http://www.nottinghamcity.gov.uk/privacy-statement/>

The information will only be used for another purpose where it is lawful to do so.

Do I have to provide the information?

You are not obliged by statute or contract to provide the information that is specified here. However, if we were not able to process your personal data we will not be able to provide commercial waste services to customers.

How long will the Council retain the data for?

The information that you have provided will be kept for:

- the length of the contract and a further 7 years in line with financial regulations.
- If not a contract and a one-off service / payment for service no financial information is stored and any other data is deleted after 12 months

The Council publish an Information Asset Register (IAR), this will outline the retention periods for the personal data we process. You can find this IAR on our website <https://geoserver.nottinghamcity.gov.uk/information-asset-register/>

Information Rights

The UK General Data Protection Regulation provides for the following rights as prescribed by the legislation:

A right to request a copy of your information

A right to request rectification of inaccurate personal data

A right to request erasure of your data known as 'the right to be forgotten'

A right to in certain circumstances to request restriction of processing

A right in certain circumstances to request portability of your data to another provider

A right to object to processing of data in certain circumstances

A right regarding automated decision-making including profiling

However, Nottingham City Council can restrict the above rights in certain circumstances for example to avoid obstructing an investigation, avoid prejudicing the prevention, detection, investigation or prosecution of criminal penalties or to protect the rights and freedoms of others.

Data Protection Officer

You can contact the data protection officer at:

Loxley House,

Station Street,

Nottingham,

NG2 3NG

or at data.protectionofficer@nottinghamcity.gov.uk .

Information Commissioner's Office

The Information Commissioner's Office (ICO) website provides guidance on data protection and privacy matters, you can visit the website at www.ico.org.uk. You also have the right to complain to the ICO if you consider that the Council have processed your personal data incorrectly or that we have breached our obligations to you. You can contact the ICO at:

Wycliffe House,

Water Lane

Wilmslow,

Cheshire

SK95AF

www.ico.org.uk

Further Information

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For more information about these rights please refer to our detailed privacy statement at <https://www.nottinghamcity.gov.uk/privacy-statement> .