

How your personal Information is used by Waste Services.

Here at Midlothian Council, we take your privacy seriously. Under the Data Protection Act 2018, you have a right to know how we collect, use and share your personal data.

This privacy notice explains the information we need in order to carry out Waste Services. This activity is part of Commercial Services provided by Midlothian Council.

Our Privacy Promise

We promise to collect, process, store and share your data safely and securely.

What lets us collect your information?

If we work with you we will be acting under some, or all, of the legislation noted below:

- Environmental Protection Act 1990
- Scottish Public Services Ombudsman Act 2002

What kinds of personal data do we collect?

The personal data we collect might include your **name, address, telephone number and email address or other information that identifies you**. If necessary, we might also collect what is called 'special category' data.

How do we collect your personal data?

We collect your personal data in many different ways. You might give us your personal data yourself, by entering your information in a form on the Council website or by contacting a Council Officer in person, in writing or over the phone. We might also receive your personal data from other agencies or Local Authorities. If we share information regularly with another organisation, the conditions for sharing your personal data are set out in an Information Sharing Agreement.

How do we use your personal data?

We use your personal information to verify your identity and location so we can process requests such as:

- reporting missed collections
- requesting replacement or new bins and containers
- applying for our pull out service
- applying for larger bins
- booking your vehicle into one of our recycling centres and
- acting on environmental issues such as dog fouling, street litter, fly tipping, abandoned vehicles as well as responding to enquiries/complaints.

We also use your information to arrange the collection and disposal of bulky items and garden waste from your place of residence and to process any charges for these services. Your email address is required to send you an e-receipt for the payment you have made. As part of the garden waste collection service we will also use your email address to advise you of the last collection date for the year and send you an email advising you how to sign up and pay for the next year.

Why do we share your personal data?

Information may be shared in order to process your requests and to allow payment to be made for our chargeable services or used to help us improve our services.

With whom do we share your personal data?

If necessary, we might share your personal data with other agencies and authorities, depending on the service being provided. We will only share your personal data if it is necessary to do so, and the appropriate conditions have been met.

Midlothian Council uses Civica and Mastercard to process payments and therefore your data will be shared with Civica and Mastercard to process any payments for services such as bulky uplifts and the garden waste collection.

Personal data is also shared internally between Midlothian Council services.

How long do we keep your personal data?

Your personal data is kept in line with Midlothian Council's Retention Schedule. The retention schedule sets out the kinds of information the Council creates and uses, how long it should be kept, and what should be done with it at the end of its 'life'. To access our retention schedule please click on the link [here](#)

Further Information

You can also find out more about how we use your information to detect and prevent fraud or crime, information collected through our website, recorded telephone calls, CCTV, the rights you have under the Data Protection Act, and how to contact us by referring to the overarching Midlothian Privacy Policy.