



Waste Services Privacy Notice

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This Privacy Notice was last updated in July 2023. It is regularly reviewed and may be updated or revised at any time. Please refer to this page for the most up-to-date information [Waste Services - Privacy Notice \(wigan.gov.uk\)](https://www.wigan.gov.uk).

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes.

1. INTRODUCTION

Our core data protection obligations and commitments are set out in the Council's Primary Privacy Notice.

This notice provides additional privacy information for **Waste Services**.

2. WHAT PERSONAL INFORMATION DO WE COLLECT

In order to apply for a single use waste recycling permit and in order to provide you with the majority of our waste and recycling services, the following personal information is required:

- Name
- Address
- Email address
- Vehicle registration number
- Vehicle make
- Telephone number

In specific circumstances we also collect financial details to allow payment for applicable services (e.g. trade waste) and information about the number of people in your household (e.g. in order to receive a larger capacity bin).

Special category personal information, such as health data, may be required for assisted collections or in order to receive a larger capacity bin on medical grounds.

3. HOW WE USE PERSONAL INFORMATION

Wigan Council uses your personal information in order to meet its obligations under various UK laws in order to:-

- To process waste recycling permits
- To monitor misuse of the system
- To provide efficient waste management services
- Comply with the statutory duty to collect and dispose of household waste
- To promote service improvements
- To respond to customer enquiries and complaints

4. LEGAL BASIS FOR PROCESSING

The legal basis we rely on for processing your personal information is:

- It is necessary for compliance with a legal obligation

5. WHO DO WE SHARE PERSONAL INFORMATION WITH

We sometimes need to share your information within the Council or with other organisations. We will only share your information when necessary and when the law allows us to, and we will only share the minimum information we need to. For waste and recycling matters we will need to share your information with FCC Environment and will pass permit data to FCC's mobile platform to service the digital Waste Permit process.

In certain cases, we may also share your information with other individuals and organisations, e.g. if you make a complaint to your Councillor and you have given them with written consent to act on your behalf. Sometimes it may be necessary to share your information without your permission, e.g. for the detection or prevention of crime or if the sharing would help with a safeguarding issue. The Council will make any disclosures required by law and may also share your information with other bodies responsible for detecting/preventing crime. However, please be assured that the Council will never sell your information to anyone else.

6. HOW LONG DO WE KEEP PERSONAL INFORMATION

We will retain your data for a minimum of six years in order to fulfil the purposes we collected it for, including for the purposes of satisfying any future legal, accounting, or reporting requirements.

We must continue to retain necessary information in accordance with our corporate records management policy to fulfil legal, statutory and regulatory requirements.

7. AUTOMATED DECISIONS

All the decisions we make about you will involve human intervention.

8. COOKIES

To find out how we use cookies, please see [Cookies \(wigan.gov.uk\)](https://www.wigan.gov.uk/cookies).

9. YOUR RIGHTS

More information on how to seek advice in order to exercise your rights, raise a concern or complain about the handling of your personal information by the council can be found in [Wigan Borough Council Primary Privacy Notice](#).