

Waste Services - privacy and your data

1. Who we are and what we do:

The Council provides domestic refuse and recycling waste collections for residents across the district. This is operated as a shared service with Dover District Council.

For additional information about your rights and when the Council will share data, this document should be read alongside the Council's [general privacy policy](#).

2. What information do we hold and use?

We need to use your personal data in order to provide you with waste collection services. The type and amount of data used may vary based on the service in question, and may include:

- Your name
- Your address
- Your contact details
- Your preferences for collection locations at your property
- Medical data, when assisted or clinical waste collections are needed.

3. How do we obtain your personal information?

We will usually obtain data from you directly, for example if you make a report through [MyAccount](#), subscribe for garden waste collections, or sign up for email notification of collection days.

In some cases, we may receive information from medical workers who you have asked to contact us on your behalf.

This will usually be to arrange for the collection of medical waste, or set up an assisted collection if you are not able to take your bins to the kerbside yourself.

4. What do we use this information for?

We will use your information to provide you with services, which includes:

- [Bin collections](#) and returns for [missed collections](#).
- [Email notifications for collection days](#).
- [New or replacement bins](#) or [purple bags](#).
- [Additional bins](#).
- [Garden waste collections](#).
- [Bulky waste item collections](#).
- [Assisted collections from your property](#).

- [Clinical waste collections](#).
- [Street cleaning](#) and [on-street bin collections](#).
- Other miscellaneous waste management services.

We will also use your data to:

- Manage the services we provide and ensure high standards.
- Plan future service provision.
- Provide training to our employees and service providers.

5. On what basis do we use your data?

When we use your data in order to provide you with services, we must identify a [lawful basis](#) for doing so. The Council processes your personal data where:

- We have obtained your consent to do so.
- You have entered into a contract with the Council.
- It is necessary for a reason of public interest, or in the exercise of the Council's official authority.
- It is necessary in order to comply with a legal obligation.

Additionally, when the Council is required to directly or indirectly process [sensitive personal data](#) such as medical data for assisted or clinical waste collections, we will obtain your explicit consent to proceed.

You are free to withdraw your consent to processing at any time and can do so by writing to environmental.services@folkestone-hythe.gov.uk or the Council's Data Protection Officer at data.protection@folkestone-hythe.gov.uk

6. Who do we share your data with?

- The Council's waste management service is run in cooperation with **Dover District Council** through a Joint Working Agreement. More information about Dover District Council's data arrangements can be found on their [website](#).
- **Veolia UK** are the contractor that undertakes waste collection services in the district. We may need to share some personal data with them as a data processor in order to allow for services to be provided to you effectively. More information about Veolia UK's data arrangements can be found on their [website](#).

7. How long do we store your data?

We will retain your personal data for the minimum period necessary to provide you with services. The data described in this notice will be held for a period of 1 year starting from the date of your case's completion or closure.

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