



Customer services Privacy Notice

Why we collect information about you

We need to take your contact details in order for us to provide services such as reporting missed bins, ordering new bins, arranging household collections, organising assisted collections, implementing garden waste subscriptions, renewals, cancellations and payments. We would not be able to provide these services without you giving us your contact details.

We also record some telephone calls, in order to monitor the service provided to you and for training purposes.

What information do we collect about you?

We collect your contact details such as name, address, telephone number and email addresses to enable us to provide services to you. We also take account numbers and reference numbers if we are taking a payment on your behalf.

Who do we share the information with?

To provide our services to you we may share information with the following:

- Gloucestershire County Council to report road maintenance and street lighting issues.
- Our waste contractors, UBICO, to report missed bins, implement garden waste collections, book household collections and organising assisted collections.
- Our external contractors for delivery of new bins or collection of old and damaged bins.
- Internal departments to report a change in circumstances as advised by you.

How long do we keep your information?

Payment information is kept in a secure area for 3 months in case we need to trace payments.

Call recordings are held for 3 months.

All further data is held in accordance with our [Data Retention Schedule](#).

Who do we collect information from?

Information held on our system is provided by you when requiring a service from Customer Services. Occasionally, if we are taking a payment, we would need to consult our internal revenues system for an account number if it has not been provided to ensure payments are allocated to the right account.

What are the consequences if we do not collect the data?

We would be unable to provide services and deal with enquiries.

Are any decisions about you made by automatic means?

No decisions are made by automated means.

Your rights as a data subject

By law, you have a number of rights as a data subject, and this does not take away or reduce these rights.

These rights are:

- Request **access to your personal information** (commonly known as a “data subject access request”). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- Request **correction of the personal information** that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- Request **erasure of your personal information**. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground.
- Request the **restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- Request the **transfer of your personal information** to another party.

All information is processed in accordance with Tewkesbury Borough Council's data protection policy.

If you wish to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact the council's Data Protection Officer in writing at dpo@tewkesbury.gov.uk, or via post to:

Tewkesbury Borough Council
Public Services Centre
Gloucester Road
Tewkesbury
GL20 5TT

If you are unhappy or wish to complain about how your personal data is used, you should contact Tewkesbury Borough Council's Data Protection Officer in the first instance via email at dpo@tewkesbury.gov.uk.

If you are still not satisfied, you can complain to the Information Commissioners Office. Their website address is www.ico.org.uk and their postal address is:

Information Commissioner's
Office Wycliffe House
Water
Lane
Wilmslow
Cheshire
SK9 5AF
Security

We use appropriate technical, organisational and administrative security measures to protect any information we hold in our records from loss, misuse, and unauthorised access, disclosure, alteration and destruction. We have written procedures and policies which are regularly audited, and the audits are reviewed at senior level.