



PRIVACY NOTICE

Refuse and Recycling Services

How we use your information in relation to refuse and recycling Services

This privacy notice tells you what to expect when Castle Point Borough Council (CPBC) collects person information in relation to your use of CPBC's refuse and recycling services.

Purpose of processing and legal basis for processing your personal information

Waste collection is the responsibility of the Borough Council acting as a Waste Collection Authority.

We have a statutory duty to arrange for the collection of household waste and if requested of commercial waste in the Borough of Castle Point. We also provide a garden waste collection service for which there is a charge to residents on a subscription basis.

In order to enable CPBC to carry out its statutory duty is necessary for us to collect personal information from you to include your name and address.

Who we share data with

Sometimes we may need to share your information, but we will only do so where it is necessary or required by law. We will only share the minimum information for each circumstance. We may sometimes need to share some of your personal information with:

- Environment Agency
- Department for Environment, Food & Rural Affairs (DEFRA)
- Home Office
- Essex County Council
- Registered Social Landlord
- Essex Fire and Rescue
- Police
- His Majesty's Courts and Tribunals (HMCT)
- Housing Associations
- UK Health Security Agency (UKHSA)
- National Anti-Fraud Network (NAFN)
- HM Revenues & Customs (HMRC)
- Health and Safety Executive (HSE)



- G.B. Holdings Limited in association with clinical waste collection services
- Permiserve in association with Garden waste permit processing

Details of transfer to third country and safeguards

We do not transfer personal information to third countries in relation to our refuse and recycling services

Retention period or criteria used to determine the retention period

We will retain your personal information for waste and recycling services in accordance with the retention periods contained in the Council's Document Retention Policy

The sources the personal data originates from and whether it came from publicly accessible sources

- **Purpose:** To log and assess reports of non-compliance with recycling regulations.
- **Data Collected:** Name, email, optional phone number, and any other personal data provided in the report.
- **Legal Basis:** Article 6(1)(e) of the UK GDPR – processing is necessary for the performance of a task carried out in the public interest.
- **Data Use:** For contacting the reporter, logging reports, and assessing compliance.
- **Retention:** Data is kept for 7 years after the closure of an investigation.
- **Storage:** All data is stored and processed on UK servers.
- **Transparency:** Clear explanation of rights and how to contact the Data Protection Officer

Whether the provision of personal data is part of a statutory or contractual requirement or obligation and possible consequences of failing to provide the personal data

The council have a statutory duty to provide these services to you and you are therefore expressly consenting to our use and disclosure of your personal information in the manner described in this privacy notice therefore the consequences of you failing to provide your personal information is that we can no longer comply with our statutory duty.

The existence of automated decision making, including profiling and information about how decisions are made, the significance and the consequences



Changes to this private notice

We keep our privacy notice under regular review. This privacy notice was last updated on 2nd October 2025.

How to contact us

If you want to request information about our privacy policy you can email the Data Protection Officer: dpo@castlepoint.gov.uk or write to us at:

Civic Governance & Law
Castle Point Borough Council
Council Offices
Kiln Road
Thundersley
Benfleet
Essex SS7 1TF

CPBC's Data Protection Officer

CPBC's Data Protection Office is Angela Law who can be contacted at the above address and email or by telephone on 01268 882200.