

Privacy Notice – How we use your information

Online Waste Related Services, eForms and Service Requests received by telephone

Calderdale Council is registered with the Information Commissioners Office (ICO) under the provisions of the Data Protection Act 2018. The Council takes its responsibilities under the Act very seriously.

The information provided by you is used to create a request for service and for us to collect statistical information for reporting purposes, your data will be shared with our Waste Contractor, SUEZ Recycling and Recovery UK Ltd, registered UK head office address, SUEZ House, Grenfell Road, Maidenhead, Berkshire, SL6 1ES.

Completion of this form/sharing your information with us constitutes consent from you for us to process your data for these purposes.

You have the right to see what information is held about you, to have inaccurate information corrected and to have information removed from our system by writing to: Customer.First@Calderdale.gov.uk .

You have the right to complain to the Data Protection Officer if you feel that your data has not been handled in accordance with the law.

The Councils Data Protection Officer can be contacted by email at: Information_management@calderdale.gov.uk .

Your name, address and contact details are recorded electronically on our system to maintain up to date records. The information you have provided will be kept for a maximum of 12 months from the date of your service request.