



Reporting a missed bin Privacy Notice January 2025

Key contact details

Name: Michael McCreesh

Address: Downshire Civic Centre, Downshire Estate, Ardglass Road, Downpatrick, BT30 6GQ

Phone Number: 0330 137 4000

E-mail: environment@nmandd.org

The type of personal information we collect

We currently collect and process the following information:

- Customer Name, address details, email or phone number, collection day and general information relating to the nature of the service request.

How we get your personal information and why we collect it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To allow our customer services staff/investigating officer to address the service request accurately and provide a response back to the customer.

We also receive personal information indirectly, from the following sources in the following scenarios:

- Refuse crews may report address details of customers who we have damage caused to a bin or any other service delivery issue. This information is passed to supervisors and customer service staff if applicable.

We use the information that you have given us in order to

Address the nature of the service request or issue relating to service delivery.

Improve our Service

We may share this information with

Customer service staff and Waste management supervisors

Under the UK General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(e) We need it to perform a public task.

How we store your personal information

Personal data is held and stored by Council in a safe and secure manner in compliance with Data Protection legislation and in line with Council's Records Retention and Disposal Schedule.

Your information is stored either on a secure server or at a staffed location. We keep personal information (name, address, phone number and email address) and specific details of your service request for up to 6 years. We will then dispose of this information by deleting digital records and physical files.



Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us if you wish to make a request (see 'Key Contact' details above).

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us (see contact details on footer of first page).

You can also complain to the ICO if you are unhappy with how we have used your data. The ICO's contact details are as follows:

- ICO website: www.ico.org.uk
- ICO self-service portal: <https://ico.org.uk/make-a-complaint/>
- Helpline: 0303 123 1114