

Garden Waste Service

Why we collect information about you?

We collect information to enable us to provide a garden waste collection service. We retain and use contact details to contact customers about subscription renewals and any changes affecting the scheme.

What information do we collect about you?

We collect information about:

- you (name, address, email and telephone number)
 - bank/card details
 - whether an assisted collection is required
 - if applicable a representative's or managing agent's name and contact information
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Who do we share the information with?

- Addresses are shared with our waste contractor for the purpose of delivering the garden waste service.
- Contact details will also be shared with to enable them to manage customer queries and complaints relating the operation of the garden waste service
- Internal council departments and who require the information to administer the service.
- Civica Financials, who manage garden waste payments on behalf of the Council; Malvern Hills DC, administrators for Civica Financials, South Worcs DC, administrators for the online sign up system and Capita, the payment system provider
- We may also share your data with other agencies or organisations where the law allows us to do so for the prevention and detection of crime. This includes the Police and other departments within Gloucester City Council

Is any information transferred to or stored on servers based outside of the UK or European Economic Area

Information is stored in the UK only

How long do we keep your information?

We retain your information whilst you have a current garden waste subscription.

Otherwise information is retained for a maximum period of seven calendar years (six years plus current) from the date you first applied to join the scheme.

Who do we collect information from?

We will usually collect information from people who report alleged breaches of planning control to us and through our own investigations.

Local authorities have a range of investigative powers for planning enforcement purposes. In some cases, the Council will instruct third parties to assist with the investigation or liaise with other regulatory bodies for information.

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

You and / or a representative of you

Are any decisions about you made by automatic means?

No automated decisions are made about you.
