



MERSEYSIDE WASTE DISPOSAL AUTHORITY

CORPORATE PRIVACY NOTICE

1. HOW MERSEYSIDE WASTE DISPOSAL AUTHORITY MANAGES PERSONAL INFORMATION

- (i) Merseyside Waste Disposal Authority (the Authority) (MWDA) is registered as a 'Data Controller' under the Data Protection Act 2018 (General Data Protection Regulations 2016) with the UK Information Commissioner's Office www.ico.org.uk (Ref: **Z8317644**).
- (ii) The Authority collects and processes personal information from the general public to deliver a range of services and fulfil its duties as a Waste Disposal Authority as defined by the local Government Act 1985. The Authority processes and holds information in order to administer the following systems for the public:
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| <i>a. Asbestos Permit Booking System</i> | <i>g. Site photographs</i> |
| <i>b. Comments and Complaints system</i> | <i>h. Compliance data</i> |
| <i>c. Commercial Vehicle Permit System and associated paperwork</i> | <i>i. Automatic Number Plate Recognition (ANPR) data</i> |
| <i>d. Community Group Contact Details</i> | <i>j. Closed Circuit Television (CCTV) data</i> |
| <i>e. Geographical Information System (GIS) and Ordnance Survey Data</i> | <i>k. Archived records</i> |
| <i>f. Professional Information from Contractors</i> | <i>l. MWDA mobile App</i> |
| | <i>m. MWDA website</i> |
- (iii) This document explains how Merseyside Waste Disposal Authority uses and in some circumstances shares the personal information provided during, or as part of these processes. This personal information may be collected by one or more of the following methods:
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| <i>a. on paper</i> | <i>f. by a member of staff of the Authority's contractor Veolia ES Merseyside</i> |
| <i>b. by online form</i> | <i>g. by a member of staff of the Authority's contractor SUEZ UK/Merseyside Energy Recovery Limited</i> |
| <i>c. by telephone</i> | |
| <i>d. by email</i> | |
| <i>e. by a member of the Authority's staff</i> | |

2. WHY DOES THE AUTHORITY COLLECT PERSONAL INFORMATION?

- (i) The Authority collects a wide range of personal data from the general public in order to administer its operational systems but also to allow access to services that are part for of the organisation's statutory duties as a Waste Disposal Authority.
- (ii) There are a range of different types of personal data and the Authority has a range of defined purposes for processing:

SYSTEMS AND PROCESSES USING PERSONAL INFORMATION	TYPE OF DATA
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a. MWDA asbestos permit booking system	<ul style="list-style-type: none"> • Personal details • Vehicle details • Type of asbestos waste and quantity • Date of appointment • Choice of HWRC • Type of permit issued • Telephone No. • Address • Postcode • Additional notes
b. MWDA comments and complaints system	<ul style="list-style-type: none"> • Personal details • Vehicle details • Type of comment/complaint/ compliment • Location of HWRC • Personnel involved • Date of comment/complaint/ compliment • Telephone No. • Address • Postcode • Additional notes
c. MWDA commercial vehicle permit system and associated paperwork	<ul style="list-style-type: none"> • Personal details • Vehicle details • Type of waste and quantity • Date of permit issue • Choice of HWRC • Type of permit issued • Telephone No. • Address • Postcode • Additional notes
d. Community group contact details	<ul style="list-style-type: none"> • Personal details • Telephone No. • Address • Postcode • Additional note
e. Geographical information system (GIS) and ordnance survey data	<ul style="list-style-type: none"> • Address • Postcode • Geographical information • Additional notes
f. Professional information from contractors	<p>May contain:</p> <ul style="list-style-type: none"> • Personal details • Type of waste / other contract • Financial information

	<ul style="list-style-type: none"> • Telephone No. • Address • Postcode • Additional notes
g. Site photographs	<p>May contain:</p> <ul style="list-style-type: none"> • Personal details • Images • Location • Vehicle registration
h. Compliance data	<p>May contain:</p> <ul style="list-style-type: none"> • Personal details • Location • Telephone No. • Address • Postcode • Additional notes
i. Automatic Number Plate Recognition (ANPR) data	<ul style="list-style-type: none"> • Vehicle registration • Location • Timings • Dates
j. Closed Circuit Television (CCTV) data	<ul style="list-style-type: none"> • Personal details • Images • Location • Vehicle registration • Actions • Timings • Dates
k. Archived records	<p>May contain:</p> <ul style="list-style-type: none"> • Personal details • Vehicle details • Type of waste and quantity • Date of permit issue • Choice of HWRC • Type of permit issued • Telephone No. • Address • Postcode • Type of comment/complaint/ compliment • Location of HWRC • Personnel involved • Date of comment/complaint/ compliment • Type of waste / other contract • Financial information • Type of asbestos waste and quantity • Date of appointment

	<ul style="list-style-type: none"> • Additional notes • Actions • Timings • Dates
<p>l. MWDA mobile app</p>	<ul style="list-style-type: none"> • Merseyside Waste Disposal Authority’s App does not collect any personal data as part of the operation. • The delivery systems for the app may collect information as part of the download process for a mobile phone (Google Play and the Apple App Store) • These delivery systems will have their own Privacy Notices for any personal data they may retain or process as part of their delivery of the App.
<p>m. MWDA website (including cookie use)</p>	<ul style="list-style-type: none"> • The Authority’s website (www.merseysidewda.gov.uk) uses cookies. A cookie is a small amount of data, often including a unique identifier, sent to a computer or mobile phone internet browser from a website’s computer and is stored on the device’s hard drive. • A full explanation of the Authority’s use of cookies can be found on the Authority’s website at www.merseysidewda.gov.uk/MWDA-cookie-information/ alternatively the resident or individual can telephone the Authority on 0151 255 1444 or email to enquiries@merseysidewda.gov.uk.

3. HOW THE AUTHORITY USES PERSONAL INFORMATION

- (i) The Authority will use the personal information provided in a manner that conforms to the General Data Protection Regulations 2016 (Data Protection Act 2018). It will endeavour to keep a resident’s information secure, accurate, up to date, and not keep it for longer than is necessary. The Authority may process personal information for the following purposes:

USING PERSONAL INFORMATION	PURPOSES
<p>a. MWDA asbestos permit booking system</p>	<p>MAIN PUPOSE: Administration and services: The provision and administration of the Authority including provision of operational or contractual services.</p> <ul style="list-style-type: none"> • Enable the Authority to administer its Asbestos Permit Process and provide residents with an asbestos disposal service. • Request personal details in order to provide the relevant legal paperwork. • Update the residents record to enable contact by post, email or telephone • Understand the residents needs to provide the

	<p>services that are requested, and inform them of other services and their benefits</p> <ul style="list-style-type: none"> • Obtain residents opinion about the delivery of its services and for the Authority and other organisations meet their statutory functions.
<p>b. MWDA comments and complaints system</p>	<p>MAIN PURPOSE: Administration and services: The provision and administration of the Authority including provision of operational or contractual services.</p> <ul style="list-style-type: none"> • Enable the Authority to administer its Comments and Complaints Process and provide residents with a service • Request personal details in order to provide the relevant legal paperwork. • Update the residents record to enable contact by post, email or telephone • Understand the residents needs to provide the services that are requested, and inform them of other services and their benefits • Obtain the residents opinion about the delivery of its services and for the Authority and other organisations to meet their statutory functions.
<p>c. MWDA commercial vehicle permit system and associated paperwork</p>	<p>MAIN PURPOSE: Administration and services: The provision and administration of the Authority including provision of operational or contractual services.</p> <ul style="list-style-type: none"> • Enable the Authority to administer it's Household Waste Recycling Centres Access Policy and provides residents with a service • Confirm the residents identity before determining an application, update the customer record, and enable contact by post, email or telephone • Prevent illegal activity at Household Waste Recycling Centres including the detection of fraud and corruption in the use of public funds • Inform residents of other relevant services. • Allow the Authority and other organisations to undertake and meet their statutory functions efficiently and effectively • Obtain the residents opinion about the delivery and performance of its services • To monitor and improve the performance of the permit scheme • To allow us to communicate with the resident and provide a service appropriate to their needs

	<ul style="list-style-type: none"> To allow statistical analysis of data so we can plan the provision of services Where necessary to protect individuals from harm or injury Crime prevention and detection including the use of most CCTV and ANPR systems.
d. Community group contact details	<p>MAIN PURPOSE: Administration and services: The provision and administration of the Authority including provision of operational or contractual services.</p> <ul style="list-style-type: none"> Information and databank administration: Information or databanks used as a reference tool or resource - includes lists, directories and databases.
e. Geographical information system (GIS) and ordnance survey data	<p>MAIN PURPOSE: Administration and services: The provision and administration of the Authority including provision of operational or contractual services.</p> <ul style="list-style-type: none"> Licensing and registration: The administration of licensing or maintenance of official registers.
f. Professional information from contractors	<p>MAIN PURPOSE: Administration and services: The provision and administration of the Authority including provision of operational or contractual services.</p> <ul style="list-style-type: none"> Property management: The management and administration of land, property and residential property and the estate management of other organisations.
g. Site photographs	<p>MAIN PURPOSE: Administration and services: The provision and administration of the Authority including provision of operational or contractual services.</p> <ul style="list-style-type: none"> Crime prevention and detection including the use of most CCTV and ANPR systems.
h. Compliance data	<p>MAIN PURPOSE: Administration and services: The provision and administration of the Authority including provision of operational or contractual services.</p> <ul style="list-style-type: none"> Crime prevention and prosecution of offenders: Crime prevention and detection including the use of most CCTV and ANPR systems.
i. Automatic Number Plate Recognition	<p>MAIN PURPOSE: Administration and services:</p>

<p>(ANPR) data</p>	<p>The provision and administration of the Authority including provision of operational or contractual services.</p> <ul style="list-style-type: none"> • Crime prevention and prosecution of offenders: Crime prevention and detection including the use of most CCTV and ANPR systems. • Property management: The management and administration of land, property and residential property and the estate management of other organisations.
<p>j. Closed Circuit Television (CCTV) data</p>	<p>MAIN PURPOSE: Administration and services: The provision and administration of the Authority including provision of operational or contractual services.</p> <ul style="list-style-type: none"> • Crime prevention and prosecution of offenders: Crime prevention and detection including the use of most CCTV and ANPR systems. • Property management: The management and administration of land, property and residential property and the estate management of other organisations.
<p>k. Archived records</p>	<p>MAIN PURPOSE: Administration and services: The provision and administration of the Authority including provision of operational or contractual services.</p> <ul style="list-style-type: none"> • Accounting and auditing: The provision of accounting and related services; the provision of an audit where such an audit is required by statute • Accounts and records: Accounts relating to any business or other activity, records of purchases, sales or other transactions and services in respect of transactions for the purpose of financial or management forecasts to assist the Authority.
<p>l. MWDA mobile App</p>	<ul style="list-style-type: none"> • Administration and services: The provision and administration of the Authority including provision of operational or contractual services.
<p>m. MWDA website (including cookie use)</p>	<ul style="list-style-type: none"> • Administration and services: The provision and administration of the Authority including provision of operational or contractual services.

4. CONDITION FOR PROCESSING AND RETENTION OF PERSONAL DATA

- (i) The Authority has statutory duties to adhere to in relation to the General Data Protection Regulations 2016 (GDPR) which has been transposed into UK law as the Data Protection Act 2018. In line with the Act there are certain conditions that allow the Authority to process personal data. The Act details six conditions that allow for processing:
 - a. **CONSENT:** *the data subject whom the personal data is about has consented to the processing*
 - b. **CONTRACTUAL:** *processing is necessary for the performance of a contract with the data subject or to take steps to enter into a contract*
 - c. **LEGAL OBLIGATION:** *processing is necessary for compliance with a legal obligation*
 - d. **VITAL INTERESTS:** *processing is necessary to protect the vital interests of the data subject or another person*
 - e. **PUBLIC TASKS:** *processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the business*
 - f. **LEGITIMATE INTERESTS:** *processing is necessary for purposes of legitimate interests pursued by the business or a third party, except where such interests are overridden by the interests, rights or freedoms of the data subject.*
- (ii) Each of the sets of personal data currently processed and retained by the Authority has one of these conditions applied to them to enable their use.
- (iii) The Authority also has an agreed retention period for the personal data it retains for residents and individuals.
- (iv) These retention periods are reviewed regularly and the Authority makes a commitment to not retaining or processing personal data for longer than is necessary.
- (v) Each of the sets of personal data that is currently processed and retained by the Authority has one of these conditions and are retained for the following periods:

PERSONAL DATA	CONDITIONS FOR PROCESSING	RETENTION PERIOD
a. Asbestos Permit Booking System	CONTRACTUAL	6 years (including current year)
b. Comments and Complaints system	CONSENT	6 years (including current year)
c. Commercial Vehicle Permit System and associated paperwork	CONTRACTUAL	In perpetuity
d. Community Group Contact Details	CONSENT	In perpetuity
e. Professional Information from Contractors	CONTRACTUAL	In perpetuity
f. Site photographs	CONTRACTUAL	Retained for duration of an investigation, complaint or alleged crime or incident

		(subject to any further legal action or legal necessity to retain)
g. Compliance data	CONTRACTUAL	Retained for duration of an investigation, complaint or alleged crime or incident (subject to any further legal action or legal necessity to retain)
h. Automatic Number Plate Recognition (ANPR) data	PUBLIC TASK	Retained for duration of an investigation, complaint or alleged crime or incident (subject to any further legal action or legal necessity to retain)
i. Closed Circuit Television (CCTV) data	PUBLIC TASK	Retained for duration of an investigation, complaint or alleged crime or incident (subject to any further legal action or legal necessity to retain)
j. Archived records	PUBLIC TASK	In perpetuity (subject to required statutory destruction and retention requirements)

5. SHARING PERSONAL INFORMATION

- (i) The Authority both collects and uses personal data for the delivery and fulfilment of a range of services and operations. In order to maintain these systems or to ensure contractual obligations, the Authority sometimes needs to share personal data.
- (ii) The Authority may need to share resident information to other people and organisations that provide a service on the Authority's behalf.
- (iii) These providers are obliged to keep personal data and resident's details securely, and use them only to fulfil their agreed duties and responsibilities.
- (iv) The Authority **may** disclose information to other partners of the Authority where it is necessary, either to comply with a contractual or legal obligation, or where permitted in accordance with the General Data Protection Regulations 2016 (Data Protection Act 2018), e.g. where the disclosure is necessary for the purposes of the prevention and/or detection of crime, or when the Authority needs to disclose information to prevent risk or harm to an individual.
- (v) At no time will the information that residents provide to the Authority be passed to organisations external to Merseyside Waste Disposal Authority or its agreed partners for marketing or sales purposes or for any commercial use, without the resident's prior express consent. This consent will be gained in writing.

PERSONAL INFORMATION	SHARED WITH AND REASONS FOR SHARING
<p>a. Asbestos Permit Booking System</p>	<p>The Authority may share this information with other bodies that are responsible for auditing or administering public funds including the Department for Work and Pensions, HM Revenue and Customs, the Police, other local authorities and regulatory bodies such as the Environment Agency and the Health and Safety Executive for the following reasons:</p> <ul style="list-style-type: none"> • Detect and prevent fraud or crime: Merseyside Waste Disposal Authority is required by law to protect the public funds it administers. • In addition to the Authority may undertake data matching to identify errors, potential frauds and illegal activity, and national data matching exercises. • Emergency response management: Data matching may be used to assist the Authority in responding to emergencies or major accidents. • Telephone calls: The Authority will inform the individual if it records or monitors any telephone. This will be used for the detection of illegal activity, to increase security and for staff training purposes. • Emails: If the resident or individual emails the Authority a record of the contact, email address and the email content may be retained • The Authority will not include any confidential information in any email. • The Authority suggests that the resident or individual keeps the amount of confidential information sent via email to a minimum.
<p>b. Comments and Complaints system</p>	<ul style="list-style-type: none"> • The Authority may share this information with other bodies including its contractors who are responsible for delivering some public services on the Authority's behalf and with other enforcement organisations such as the Environment Agency as and when

	<p>needed in relation to resolving any complaint and the implementation of remedial actions.</p>
<p>c. Commercial Vehicle Permit System and associated paperwork</p>	<p>The Authority may share this information with other bodies that are responsible for auditing or administering public funds including the Department for Work and Pensions, HM Revenue and Customs, the Police, other local authorities and regulatory bodies such as the Environment Agency and the Health and Safety Executive for the following reasons:</p> <ul style="list-style-type: none"> • Detect and prevent fraud or crime: Merseyside Waste Disposal Authority is required by law to protect the public funds it administers. • In addition to the Authority may undertake data matching to identify errors, potential frauds and illegal activity, and national data matching exercises. • Emergency response management: Data matching may also be used to assist the Authority in responding to emergencies or major accidents. • Telephone calls: The Authority will inform the individual if it records or monitors any telephone calls. This will be used for the detection of illegal activity, to increase security and for staff training purposes. • Emails: If a resident or individual emails the Authority a record of the contact, email address and the email content may be retained. • The Authority will not include any confidential information in any email. • The Authority suggests that the resident or individual keeps the amount of confidential information sent to the Authority via email to a minimum.
<p>d. Community Group Contact Details</p>	<p>The Authority may share this information with other bodies that are responsible for auditing or administering public funds including the Department for Work and Pensions, HM Revenue and Customs, the Police, other</p>

	<p>local authorities and regulatory bodies such as the Environment Agency and the Health and Safety Executive for the following reasons:</p> <ul style="list-style-type: none"> • Detect and prevent fraud or crime: Merseyside Waste Disposal Authority is required by law to protect the public funds it administers. • In addition to the Authority may undertake data matching to identify errors, potential frauds and illegal activity, and national data matching exercises • This information may be shared with the Authority's contractors if needed to support community group's projects and activities.
<p>e. Professional Information from Contractors</p>	<p>The Authority may share this information with other bodies that are responsible for auditing or administering public funds including the Department for Work and Pensions, HM Revenue and Customs, the Police, other local authorities and regulatory bodies such as the Environment Agency and the Health and Safety Executive for the following reasons:</p> <ul style="list-style-type: none"> • Detect and prevent fraud or crime: Merseyside Waste Disposal Authority is required by law to protect the public funds it administers. • In addition to the Authority may undertake data matching to identify errors, potential frauds and illegal activity, and national data matching exercises.
<p>f. Site photographs</p>	<ul style="list-style-type: none"> • This information is shared under an agreed data request process by the Authority's contractors with the Authority on a case by case basis. • Site photographs are only retained for the purposes of an investigation, complaint or alleged crime or incident.
<p>g. Compliance data</p>	<ul style="list-style-type: none"> • This information is shared under an agreed data request process by the Authority's contractors with the Authority on a case by case basis. • Site photographs are only retained for the

	purposes of an investigation, complaint or alleged crime or incident.
h. Automatic Number Plate Recognition (ANPR) data	<ul style="list-style-type: none"> This information is shared under an agreed data request process by the Authority's contractors with the Authority on a case by case basis. ANPR information is only retained for the purposes of an investigation, complaint or alleged crime or incident.
i. Closed Circuit Television (CCTV) data	<ul style="list-style-type: none"> This information is shared under an agreed data request process by the Authority's contractors with the Authority on a case by case basis. CCTV information is only retained for the purposes of an investigation, complaint or alleged crime or incident.

6. HOW THE AUTHORITY PROTECTS PERSONAL INFORMATION

- (i) The information that residents provide is subject to rigorous measures and procedures to protect it against disclosure to anyone who shouldn't see it.
- (ii) The Authority has a set of information security policies and provides training to staff that handle personal information.
- (iii) The majority of personal data is stored electronically as part of the organisation's internal IT systems, which are in turn provided and secured by its landlord (Merseytravel [Merseyside Integrated Transport Authority]) at its Mann Island Head Office in Liverpool, through a Service Level Agreement.
- (iv) The Authority does not keep personal information longer than it is needed or necessary, and it ensures that it disposes of paper records or deletes any electronic personal information in a secure way.
- (v) The Authority maintains a Destruction Record to ensure a clear audit of when and what types of data is destroyed.
- (vi) The Authority may share personal information to another party (as described in the previous section (5.) which deals '*Sharing personal information*'). The Authority requires those organisations to have rigorous security in place to store and protect the information shared with them in accordance with the General Data Protection Regulations 2016 (Data Protection Act 2018). This would be enabled through a Data Sharing Agreement or Protocol between the MWDA and the relevant organisations.

7. ACCESS TO PERSONAL DATA

- (i) All residents have the legal right to request that Merseyside Waste Disposal Authority provide details of the personal data it retains and processes about them. Residents can also legally request the information that the Authority holds in relation to them, and that the Authority stop processing or delete personal data.
- (ii) However, if this request is approved, the resident or individual needs to be aware that this may prevent the Authority's ability to deliver its contractual responsibilities

- (iii) A request to stop processing or deleting personal data may seriously affect a range of services. Where possible the Authority will seek to comply with a resident's request, but may need to hold or process information in connection with one or more of the Authority's legal or contractual functions as a statutory Authority.
- (iv) The Authority will try to ensure that any personal information it holds about a resident is correct. There may be situations where the resident finds the information the Authority hold is no longer accurate and the resident has the right to ask for this to be corrected.
- (v) To exercise any of these rights, or if a resident, previous employee or other individual has a complaint about how their personal information has been used, please contact:

Merseyside Waste Disposal Authority by writing to MWDA, 7th Floor, No. 1, Mann Island, Liverpool, Merseyside L3 1BP. Alternatively telephone the Authority on 0151 255 1444 or email to enquiries@merseysidewda.gov.uk.

8. MAKING A REQUEST

- (i) Any resident or individual can make a request for any personal data that the Authority may hold about them. Under data protection legislation, personal information is any information that the Authority has collected about an individual resident or is personal information that could be used to identify them. Examples of information that can be considered personal information include:
 - a. *Personnel file or a report about the resident*
 - b. *Other people's opinions about the resident*
 - c. *Photographs of the residents*
 - d. *Finger or voice prints of the resident*
 - e. *Information held or processed within internal systems of the Authority*
- (ii) There may also be some circumstances where it is not possible to provide a resident with all of the information requested, these include but are not limited to:
 - a. *information supplied in a confidential reference*
 - b. *information supplied in confidence*
 - c. *information that could be used to obstruct attempts to prevent or detect crime*
 - d. *information about the resident that is already publicly available*
 - e. *information that could cause serious harm*
- (iii) Requests for access to personal data are free of charge, however there may be an administration fee if the request is for further copies of the same information or the request is considered excessive or manifestly unfounded.
- (iv) If the Authority does have to apply an administration charge, it will only do so after informing the resident of the approximate cost up front and that they agree to proceed with the request at that cost.
- (v) When responding to a request, the Authority has a range of format options available to supply the personal information, and will normally respond to by the method in which the original request was made.

- a. Electronic file:** *If the Authority has been contacted by email or through any of the online forms, then responses will normally be supplied as an electronic copy, using a suitable encrypted format.*
- b. Paper copy:** *If the Authority has been contacted by letter or a request for a paper copy has been made by email or online, a paper copy will be supplied.*
- c. In person:** *If a request to access personal information in person, an appointment will be made at the Authority's offices for the information to be viewed.*
- d. Portable format:** *Under data protection legislation personal data 'the right to portability' must also (if requested) be supplied in a format that will allow its use within other computer software. When making this type of request please be aware that the Authority can only supply the information provided and will not be able to provide detailed assessments of the data.*

- (vi)** Under data protection legislation the Authority is required to respond to requests for access to personal information within one calendar month. If the Authority needs to apply for an extension, it will notify the resident within one calendar month and always outline the reasons why.
- (vii)** The Authority will acknowledge applications for personal data in writing and will provide a reference number for the request including a date when it expects to respond.
- (viii)** When making a personal data request residents or individuals should include the following information. By including as much information at this stage will help the Authority find the information requested:

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| <ul style="list-style-type: none"> a. Title: b. Forename: c. Surname: d. Other name(s) known by: e. Date of birth: f. Gender: g. Address (current) h. Postcode i. Telephone number: j. Email address: k. Type and subject of information requested (i.e. personnel record, pension information etc.) | <ul style="list-style-type: none"> l. Date of information (if known – please provide a date range) m. Date of employment (please provide a date range – if a current or previous member of staff) n. Place of employment (i.e. at a named facility or office if a current or previous member of staff) o. Job or role title(s) if a current or previous member of staff |
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- (ix)** In order to prove the applicant's identity the Authority may need to see copies of two pieces of identification. This may be requested before any personal information can be released (this will not apply to current or recent past employees). Only scanned or photocopied documents should be provided and original document should not be sent.

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| <ul style="list-style-type: none"> a. Passport/travel document b. Driving Licence c. Foreign National Identity Card d. A letter sent to the resident / individual by the Authority | <ul style="list-style-type: none"> e. A current Council tax bill f. A current Utility bill g. A current Bank statement |
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9. RESTRICTION OR OBJECTING TO THE PROCESSING OF PERSONAL DATA

- (i) A resident or individual will have the right to obtain from the Authority a restriction of processing of their personal data where one of the following applies:
- a. The accuracy of the personal data is contested by the resident or individual, for a period enabling the Authority to verify the accuracy of the personal data.
 - b. The processing is unlawful and the resident or individual opposes the erasure of the personal data and requests the restriction of their use instead.
 - c. The Authority no longer needs the personal data for the purposes of the processing, but they are required by the resident or individual to retain it for the establishment or the exercise or defence of legal claims.
 - d. The resident or individual has objected to processing of their data pending the verification of whether the legitimate needs of the Authority override those of the resident or individual.
- (ii) Where processing has been restricted the residents or individuals personal data shall, with the exception of storage, only be processed with their consent for :
- The establishment, exercise or defence of legal claims
 - The protection of the rights of another natural or legal person
 - For reasons of important public interest.
- (iii) A resident or individual who has obtained a restriction to the processing of their personal data will be informed by the Authority before the restriction of processing is lifted.

10. REQUESTING A CORRECTION TO PERSONAL INFORMATION

- (i) The Authority will hold a wide range of personal data about an individual, and on occasion this information may be incorrect or out of date and need amending or correction.
- (ii) Under data protection legislation, a resident or individual has the right to request the Authority to correct and amend personal information including amending or adding to incomplete personal data.
- (iii) The resident or individual may also request that subject to the data being corrected or amended that the Authority suspend the use of that personal data in its administrative and operational systems
- (iv) The Authority has an obligation to inform the resident or individual who has requested the correction or amendment and will do this in writing confirming the changes and the date of those changes. If the use of the data has been suspended (see iii) the Authority will make the assumption that this data can now be used again in its systems unless the resident or individual has any further objections.

11. REQUESTING PERSONAL INFORMATION BE DELETED

- (i) A resident or individual who has personal data that the Authority processes or controls has a right for this data to be erased also known as the 'right to be forgotten'.
- (ii) The resident or individual shall have the right to obtain from the Authority the erasure of personal data concerning him or her without undue delay and the Authority shall have the obligation to erase personal data without undue delay where one of the following grounds applies:

- a. The personal data is no longer necessary in relation to the purposes for which they were collected or otherwise processed.
 - b. The resident or individual withdraws consent on which the processing of their data is based and where there is no other legal ground for the processing.
 - c. The resident or individual objects to the processing of their data and there are no overriding legitimate grounds for the processing, or the resident or individual objects to the processing.
 - d. The personal data has been unlawfully processed.
 - e. The personal data has to be erased for compliance with a legal obligation in accordance with UK law.
- (iii) Where the Authority has made the personal data public and has been requested to erase the personal data, the Authority, taking account of available technology and the cost of implementation, will take reasonable steps, including technical measures, to inform other organisations who might be using that personal data that the resident or individual has requested the erasure of any links to, copy or replication of, that personal data.
- (iv) The right to erasure does not apply to if the processing of the resident's or individual's personal data is necessary:
 - a. For exercising the right of freedom of expression and information.
 - b. For compliance with a legal obligation which requires the processing of that personal data by the Authority or within UK law, or for the performance of a task carried out in the public interest or in the exercise of statutory duties vested in the Authority.
 - c. For reasons of public interest in the area of public health.
 - d. For archiving purposes in the public interest, scientific or historical research purposes or statistical purposes.
 - e. For the establishment, exercise or defence of legal claims.

12. APPEALING DECISIONS REGARDING PERSONAL DATA

- (i) The Authority's appeal process: If the resident or individual are dissatisfied with the handling of their request, they have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to the original letter.
- (ii) Requests for review should be addressed to:

Carl Beer, Chief Executive, Merseyside Waste Disposal Authority, 7th Floor, No 1 Mann Island, Liverpool, Merseyside, L3 1BP or submitted via email on enquiries@merseysidewda.gov.uk ensuring that the unique reference number of the request is included.

- (iii) The Information Commissioners Office complaint / appeal process: Concerns regarding the processing of or access to personal data can be raised with the Information Commissioners Office, who will record and consider the information decide on any improvements they might expect them to make.
- (iv) In cases where a clear and serious breach of the legislation has taken place, the Commissioner will take direct action on the specific concern raised.
- (v) To raise a concern with the Commissioner please visit the ICO website:

<https://ico.org.uk/make-a-complaint/your-personal-information-concerns/personal-information-concerns/personal-information-concerns-report/>

Customer Contact

Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, SK9 5AF

Customer Tel: 0303 123 1113.

13. FURTHER INFORMATION

- (i) If a resident would like to know more about the way that the Authority retains and processes personal data they should contact the Authority's Data Protection Officer via Tel: 0151 255 1444 or write to:

Merseyside Waste Disposal Authority, 7th Floor, No 1 Mann Island, Liverpool, Merseyside, L3 1BP or submit via email on enquiries@merseysidewda.gov.uk

- (ii) Detailed or specific requests for personal data should be directed to the Data Protection Officer in the first instance. All requests for personal data will be treated in the strictest confidence
- (iii) General information regarding how personal data collection and retention is governed in the UK can be found in the following resources:

- Information Commissioners website: www.ico.org.uk
- GOV website: <https://www.gov.uk/data-protection>
- Data Protection Act 2018: <https://www.gov.uk/government/collections/data-protection-act-2018>