



Commercial Vehicle Permit Scheme

How We Manage Your Information

Merseyside Recycling and Waste Authority (the Authority) is registered as a 'Data Controller' under the Data Protection Act 1998 because we collect and process personal information about you.

The Authority's Commercial Vehicle Permit Section process and hold information in order to administer the Commercial Vehicle Permit Scheme (Permit Scheme). This document explains how we use and share the information you provide during the application process. This information may be collected by one or more of the following methods:

- on paper
- by online form
- by telephone
- by email
- or by a member of the Authority's staff or the staff of the Authority's contractor Veolia ES Merseyside

Veolia ES Merseyside (Veolia) manages the disposal of all household waste on behalf of The Authority under a long term contract. Veolia operates 14 Household Waste Reception Centres, 4 Waste Transfer Stations and 2 Materials Recycling Facilities across Merseyside.

Why do we collect information about you?

We need to hold information that we collect about you during the Commercial Vehicle Permit (CVP) application process in order to:

- Enable the Authority to administer its Household Waste Recycling Centres Access Policy
- Provide you with a service
- Confirm your identity before determining your application
- Update your customer record
- Contact you by post, email or telephone
- Understand your needs to provide the services that you request
- Prevent illegal activity at Household Waste Recycling Centres
- Prevent and detect fraud and corruption in the use of public funds
- Inform you of other relevant services and their benefits
- Obtain your opinion about our services

- Help us build up a picture of how we are performing at delivering services to you and what services the people of Merseyside need
- Allow us to undertake statutory functions efficiently and effectively
- Enable other organisations to carry out their statutory duties
- Make sure we meet our statutory obligations, and
- Otherwise where the conditions in Schedule 2¹ to the Data Protection Act 1998 apply

We will not be able to provide you with Commercial Vehicle Permits unless the required information is provided by you.

How we use your information

We will use the information you provide in a manner that conforms to the Data Protection Act 1998. We will endeavour to keep your information accurate and up to date and not keep it for longer than is necessary.

We may process your information for the following purposes:

- To administer the Authority's Household Waste Recycling Centre Access Policy
- For the production of Commercial Vehicle Permits and administration of the Authority's Permit Scheme, and to monitor and improve the performance of the permit scheme
- To allow us to communicate with you and provide a service appropriate to your needs
- To allow statistical analysis of data so we can plan the provision of services
- Where necessary to protect individuals from harm or injury
- To prevent and detect fraud or crime
- To ensure that we meet our legal obligations
- Where necessary for law enforcement functions
- Where the conditions in Schedules 2 to the Data Protection Act 1998 apply

Information sharing

We may need to pass your information to other people and organisations that provide the service on the Authority's behalf. These providers are obliged to keep your details securely,

¹ Schedule 2 states that processing may only be carried out where one of the following conditions has been satisfied i.e. where;

- The individual has given his/her consent to the processing
- The processing is necessary for the performance of a contract with the individual
- The processing is required under a legal obligation
- The processing is necessary to protect the vital interests of the individual
- The processing is necessary to carry out public functions
- The processing is necessary in order to pursue the legitimate interests of the data controller or certain third parties (unless prejudicial to the interests of the individual).

and use them only to fulfil their duties and responsibilities. We do not collect 'sensitive or confidential information'² about you.

We may disclose information to other partners of the Authority where it is necessary, either to comply with a legal obligation, or where permitted under the Data Protection Act 1998, e.g. where the disclosure is necessary for the purposes of the prevention and/or detection of crime, or when we need to disclose information to prevent risk or harm to an individual.

At no time will the information you provided, when applying for your permits, be passed to organisations external to Merseyside Recycling and Waste Authority for marketing or sales purposes or for any commercial use without your prior express consent. This consent may be gained either verbally or in writing.

Improving customer records

We are working to develop our record keeping to make the service we provide more efficient and to be able to provide Permit Scheme services more quickly.

Your customer record typically comprises your:

- name, address and contact details (telephone/email)
- vehicle registration number, make, model, colour and any sign writing on your vehicle
- the types of permits issued to you and their unique permit reference number(s)
- any relevant notes relating to your use of the HWRCs

Detect and prevent fraud or crime

Merseyside Recycling and Waste Authority is required by law to protect the public funds it administers. We may use any of the information you provide to us for the prevention and detection of fraud and illegal activity. We may also 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.

In addition to undertaking our own data matching to identify errors, potential frauds and illegal activity we may be required to take part in national data matching exercises. Data matching involves comparing computer records held by one body against other computer records held by the same or another body to see how far they match. This is usually personal information. Where a match is found it indicates that there is an inconsistency that requires further investigation. No assumption can be made as to whether there is fraud, error or other explanation until an investigation is carried out.

² 'Sensitive or confidential information' as defined by the Information Commissioner includes information relating to racial or ethnic origin, political opinions, religious or other beliefs, trade union membership, health, sex life and criminal convictions.

Emergency response management

Data matching may also be used to assist the Authority in responding to emergencies or major accidents, by allowing the Authority, in conjunction with the emergency services, to identify individuals who may need additional support in the event of e.g. an emergency evacuation or incident at one of the Authority's facilities.

Telephone calls

Ordinarily we will inform you if we record or monitor any telephone calls you make to us. This will be used for the detection of illegal activity, to increase your security, for our record keeping of the transaction and for our staff training purposes.

Emails

If you email us we may keep a record of your contact, your email address and the email content for our correspondence monitoring. For security reasons we will not include any confidential information about you in any email we send to you. We would also suggest that you keep the amount of confidential information you send to us via email to a minimum.

Using our website to apply for Commercial Vehicle Permits

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 your computer or mobile phone internet browser from a website's computer and is stored on your 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/mrwa-cookie-information/ alternatively you can telephone the Authority on 0151 255 1444 or email to enquiries@merseysidewda.gov.uk

If you use the Authority's web site to apply for Commercial Vehicle Permits then the information you provide will be stored and used by the Authority for the reasons set out in the sections ***Why do we collect information about you?*** and ***How do we use your information*** above. Our aim is not to be intrusive, and we won't ask irrelevant or unnecessary questions during the application process.

How we protect your information

The information you provide is subject to rigorous measures and procedures to protect it against disclosure to anyone who shouldn't see it. We have a set of information security policies and provide training to staff that handle personal information.

We do not keep your information longer than it is needed and we dispose of paper records or delete any electronic personal information in a secure way.

If we pass your information to another party (as described in the section **Information sharing** above) then those organisations must also store and protect the information we share with them in accordance with the Data Protection Act 1998.

Your rights

You have the right to request that Merseyside Recycling and Waste Authority stop processing your personal data in relation to any CVP application(s). However, if this request is approved this may prevent us providing permits for you to use to access the Authority's HWRCs. Where possible we will seek to comply with your request but we may need to hold or process information in connection with one or more of the Authority's legal functions.

You are legally entitled to request access to any information that we hold about you.

We try to ensure that any information we hold about you is correct. There may be situations where you find the information we hold is no longer accurate and you have the right to ask for this to be corrected.

To exercise any of these rights, or if you have a complaint about how your information has been used please contact Merseyside Recycling and Waste Authority by writing to No. 1, Mann Island, Liverpool, Merseyside L3 1BP. Alternatively you can telephone the Authority on 0151 255 1444 or email to enquiries@merseysidewda.gov.uk

Further information

If you would like to know more please contact us. This notice can be made available in a different format from Merseyside Recycling and Waste Authority No. 1 Mann Island, Liverpool, Merseyside L3 1BP. Alternatively you can telephone the Authority on 0151 255 1444 or email to enquiries@merseysidewda.gov.uk

This Privacy Notice is valid from October 2013 onwards.