



CORPORATE PRIVACY NOTICE

1. HOW MERSEYSIDE WASTE DISPOSAL AUTHORITY MANAGES PERSONAL INFORMATION

- i. Merseyside Recycling and Waste Authority (the Authority) (MWDA) is registered as a 'Data Controller' under the Data Protection Act 2018 (UK General Data Protection Regulations 2016) with the UK Information Commissioner's Office www.ico.org.uk (Ref: **Z8317644**). 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:
- a. *Asbestos Permit Booking System*
 - b. *Comments and Complaints system*
 - c. *Commercial Vehicle Permit System and associated paperwork*
 - d. *Booking system (vans and large trailers)*
 - e. *Community Group Contact Details*
 - f. *Geographical Information System (GIS) and Ordnance Survey Data*
 - g. *Professional Information from Contractors*
 - h. *Site photographs*
 - i. *Compliance data*
 - j. *Automatic Number Plate Recognition (ANPR) data*
 - k. *Closed Circuit Television (CCTV) data*
 - l. *MWDA website*
- ii. 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:
- a. *on paper*
 - b. *digitally (online form, email, etc.)*
 - c. *by telephone*
 - d. *by a member of the Authority's staff or our contractors Veolia*
- ES Merseyside and SUEZ
UK/Merseyside Energy
Recovery Limited*

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 of the organisation's statutory duties as a Waste Disposal Authority. 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
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 Household Waste Recycling Centre (HWRC) ▪ Type of permit issued ▪ Telephone No. ▪ Address ▪ Postcode ▪ Additional notes
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
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
Booking system (vans and large trailers)	<ul style="list-style-type: none"> ▪ Personal details ▪ Vehicle details ▪ Type of waste and quantity ▪ Date of appointment issue ▪ Choice of HWRC

	<ul style="list-style-type: none"> ▪ Telephone No. ▪ Address ▪ Postcode ▪ Additional notes
Community group contact details	<ul style="list-style-type: none"> ▪ Personal details ▪ Telephone No. ▪ Address ▪ Postcode ▪ Additional notes
Professional information from contractors	<p>May contain:</p> <ul style="list-style-type: none"> ▪ Personal details ▪ Type of waste / and other contracts ▪ Financial information ▪ Telephone No. ▪ Address ▪ Postcode ▪ Additional notes
Site photographs	<p>May contain:</p> <ul style="list-style-type: none"> ▪ Personal details ▪ Images ▪ Location ▪ Vehicle registration
Compliance data	<p>May contain:</p> <ul style="list-style-type: none"> ▪ Personal details ▪ Location ▪ Telephone No. ▪ Address ▪ Postcode ▪ Additional notes
Automatic Number Plate Recognition (ANPR) data	<ul style="list-style-type: none"> ▪ Vehicle registration ▪ Location ▪ Timings ▪ Dates
Closed Circuit Television (CCTV) data	<ul style="list-style-type: none"> ▪ Personal details ▪ Images ▪ Location ▪ Vehicle registration ▪ Actions ▪ Timings ▪ Dates

<p>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. <p>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 the resident or individual can telephone the Authority on 0151 255 1444 or email to enquiries@merseysidewda.gov.uk.</p>
	<ul style="list-style-type: none"> ▪

3. HOW THE AUTHORITY USES PERSONAL INFORMATION

- i. The Authority will use the personal information provided in a manner that conforms to the Data Protection Act 2018 (UK General Data Protection Regulation). 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>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 services that are requested, and inform them of other services and their benefits <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>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>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 its Household Waste Recycling Centres Access Policy and provides residents with a service ▪ Confirm the resident’s 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 ▪ 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.

<p>Booking system (vans and large trailers)</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 Household Waste Recycling Centres Access Policy and provides residents with a service ▪ Confirm the resident’s 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 appointment scheme ▪ To allow us to communicate with the resident and provide a service appropriate to their needs ▪ 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.
<p>Community group contact details</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"> ▪ Information and databank administration: Information or databanks used as a reference tool or resource - includes lists, directories, and databases.
<p>Professional information from contractors</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"> ▪ Property management: The management and administration of land, property and

	residential property and the estate management of other organisations.
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.
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.
Automatic Number Plate Recognition (ANPR) 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. ▪ Property management: The management and administration of land, property and residential property and the estate management of other organisations.
Closed Circuit Television (CCTV) 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. ▪ Property management: The management and administration of land, property and residential property and the estate management of other organisations.
MWDA website (including cookie use)	<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 Data Protection Act 2018 (UK General Data Protection Regulation). 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
Asbestos Permit Booking System	CONTRACTUAL	6 years (from end of financial year)
Comments and Complaints system	CONSENT	6 years (from end of financial year)
Commercial Vehicle Permit System and associated paperwork	CONTRACTUAL	16 years (from end of financial year)
Booking system – and large trailers	CONTRACTUAL	6 years (from end of financial year)
Community Group Contact Details	CONSENT	6 years (from end of financial year)
Professional Information from Contractors	CONTRACTUAL	6 years (from end of financial year)

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)
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)
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) ANPR data not involved in an investigation, complaint or incident is retained for two years.
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)

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 Data Protection Act 2018 (UK General Data Protection Regulations 2016), 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 Recycling and Waste 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
Asbestos Permit Booking System	<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.
Comments and Complaints system	<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 needed in relation to resolving any complaint and the implementation of remedial actions.

<p>a. 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>Booking system (vans and large trailers)</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

	<p>is required by law to protect the public funds it administers.</p> <ul style="list-style-type: none"> ▪ 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>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 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>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>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>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.
<p>Automatic Number Plate Recognition (ANPR) 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. ▪ ANPR information is only retained for the purposes of an investigation, complaint or alleged crime or incident.
<p>Closed Circuit Television (CCTV) 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. ▪ 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 Data Protection Act 2018 (UK General Data Protection Regulations 2016).

7. YOUR RIGHTS

GDPR provides you with the following rights when it comes to your personal data:

- The right to be informed how your personal data is being processed
- The right of access to the personal data we hold about you, which includes providing copies of the information to you within one month of a request. We may charge a reasonable fee to provide this information based on our administrative costs of responding (i.e. photocopying, postage, etc.).
- The right to rectification of any incorrect or incomplete data we hold about you
- The right to erasure, also known as 'the right to be forgotten', where
 - Your information is no longer required for the purpose it was collected
 - You withdraw your consent
 - You object to the LCRCA processing your information (and there is no overriding legitimate interest for continuing the processing)
 - The LCRCA has breached the GDPR when processing your data
 - There is a legal obligation to delete the data (such as a court order)
- The right to restrict processing, which limits what the LCRCA can do with your information
- The right to data portability, where any automated processing of your information based on your consent or as part of a contract is made available for your reuse
- The right to object to direct marketing or any processing based on the performance of a task in the public interest/exercise of official authority or for the purposes of scientific/historical research and statistics.
- Rights in relation to automated decision making and profiling, where a decision made by a computer has a legal or significant effect on you.

Where our legal basis for processing your personal data is your consent, you have the right to withdraw this at any time.

8. 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:

Lesley Worswick, 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

9. 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>*