

Privacy Notice for Waste Management

Updated: 06 May 2026
Reviewed: 06 May 2026

The reason we use your data

We collect, hold and use your personal data in order:

- To provide an assisted refuse collection service
- To enforce household waste regulations
- To implement new waste initiatives/collection services as necessary
- To provide a bulky waste collection service
- To provide a garden waste collection service

What Information we collect

Personal details, which may include:

- Name
- Address
- Other contact details – email address and telephone number
- Photographs and film images of individuals

Our contractor's vehicles are equipped with video recording and footage is recorded on the hard drive in the vehicle and is automatically overwritten after 30 days.

Cameras are fitted to recycling and refuse vehicles for the purposes of Health and Safety of employees and members of the public.

Downloaded images are only retained if an incident occurs and will only be held for the duration of any incident/investigation.

Special categories of personal data

- Special category personal information, such as health data, may be required for assisted collections or in order to receive a larger capacity bin on medical grounds.

The above list is not exhaustive. The council will only ask for personal information that is appropriate to enable us to deliver our services.

In some cases, you can refuse to provide your details if you deem a request to be inappropriate. However, you should note that, this may impact on our ability to provide some services to you.

We collect your information from you directly by asking you to complete one of our online forms or if you telephone our customer service centre. We may also inadvertently collect images of you through use of CCTV cameras which are fixed onto our waste collection vehicles. These images are only collected for the purpose of Health and Safety and to monitor whether bins have been presented.

Purpose

The council does not need, and does not use, information about you for routine bin collections. Information about you will only be used to:

- investigate a reported enquiry, complaint or comment regarding our Waste Management services
- record a compliment
- deliver waste management services and support to you
- apply for an assisted collection
- contact you regarding your garden waste subscription
- train and manage the employment of our workers who deliver those services
- help investigate any worries or complaints you have about your services
- keep track of spending on services
- check the quality of services
- gain your views about your current waste service and future service delivery
- make contact should an exceptional circumstance outside of our control, mean we are unable to provide you and others with a service

Who we can share your data with

Your data is shared internally only with the appropriate staff where it is necessary for the performance of their roles.

We will share your information with Contractor (currently BIFFA), who is provide a range of environmental services - including garden waste collection.

We will share information with Hastings Borough Council who manages waste management services on the behalf of Rother District Council.

We may share personal information with law enforcement or other authorities if required to do so by applicable law. This data sharing enables us to then investigate any reported waste management complaints or enquiries.

When computers make any decisions about you

Not applicable

How long we keep your data for

We keep records in line with the Council Retention Schedule. This mean some records can be keep for a period of 10 years.

Requesting access to your personal data

Under data protection legislation, you have the right to request access to the information that we hold about you. To make a request for your personal information please contact the Council's Data Protection Officer at dataprotection@rother.gov.uk.

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have personal data rectified, blocked, erased or destroyed
- claim compensation for damages caused by a breach of the data protection regulations

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us