Privacy Notice

IMPORTANT INFORMATION

This Privacy Notice aims to give you information on how we collect and process your personal data using this website, including any data you may provide through this website when you purchase a product or otherwise interact with us.

This website is not intended for children and we do not knowingly collect data relating to children.

It is important that you read this Privacy Notice together with any other Privacy Notice or Fair Processing Notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are truly aware of how and why we are using your data. This Privacy Notice supplements the other notices and is not intended to override them.

WHO WE ARE

1st Waste Management Consultants Limited is a company registered in England and Wales (company number 03736942) with a registered office at Manufactory House, Bell Lane, Hertford, Hertfordshire, SG14 1BP

When you use our services, you'll share some information with us. We want to be upfront about the information we collect, how we use it, who we share it with and the choices we give you to control, access and update your information. For the purposes of data protection legislation, we are the data controller of your personal data. We are registered with the Information Commissioners Office in the UK with reference number Z7129788.

THE PERSONAL INFORMATION WE COLLECT AND USE

Information collected by us

If you have registered with us, or ordered services from us, we will have your email address, telephone number, postal address and the method you chose to make your purchase with. We also collect information about how you use our services, such as the types of content you view or engage with or the frequency and duration of your activities.

In addition, our servers, logs, and other technologies automatically collect certain information (see below) to help us administer, protect, and improve our services; analyse usage; and improve users' experience. We share personal information with others only as described in this policy, or when we believe that the law permits or requires it.

Information we collect automatically

Cookies: We may use cookies and other technologies such as web beacons, web storage and unique advertising identifiers to collect information about your activity, browser and device. This data helps us to build a profile of our users. Some of this data will be aggregated or statistical, which means that we will not be able to identify you individually. If you prefer, you can remove or reject browser cookies through the settings on your browser or device. However, rejecting or removing cookies could affect the availability and functionality of our services. For further information on use of cookies, please see www.allaboutcookies.org

Device information: We may also collect information about your device each time you use a site. If you have an account with us, we may collect information from or about the computers, phones or other devices where you log into our services. We may associate the information we collect from your different devices, which helps us provide consistent services across your devices. Here are some examples of the device information that we collect:

- Attributes such as the operating system and hardware version.
- Browser type and IP address

Log information: We also collect log information when you use our website. That information includes, among other things:

- Details about how you've engaged with us.
- Device information, such as web browser type and language.
- Access times.
- Pages viewed.
- IP address.
- Identifiers associated with cookies or other technologies that may uniquely identify your device or browser.
- Pages you visit before or after navigating to our website.

How we use your personal information

We use your information in several different ways. The table below set this out in detail, showing what we do, and why we do it.

Category of personal data	Purpose for processing	Legal basis under the GDPR
Name and contact details	Deliver your service to you	Performance of a contract
	Send you service messages by email or text, such as service updates	Performance of a contract
	Send you information by email or post about new products or services	Legitimate Interests

	Fraud prevention and detection	Legal obligation
Date of birth information	Fraud prevention and detection	Legal obligation
Payment information	Take payments Fraud prevention and detection	Performance of a contract Legal obligation
Contact history including recording of phone calls and support (e.g. phone, email or on social media)	Provide customer service and support Train our staff	Performance of a contract Legitimate interests
Information about your phone or laptop, and how you use our website	Improve our website and set default options for you (such as language and currency) Fraud prevention and detection	Legitimate interests Legal obligation

Who we share your personal information with

We share your data with the following categories of companies as an essential part of being able to provide our services to you:

- Professional service providers, such as marketing agencies, advertising partners and website hosts who help us run our business
- Credit reference agencies, law enforcement and fraud prevention agencies, so we can help tackle fraud
- Companies approved by you, such as social media sites

How long your personal information will be kept

We will hold on to your information for as long as you have your account, or as long as is needed to be able to provide the services to you, or (in the case of any contact you may have with our Customer Services team) for as long as is necessary to provide support-related reporting and trend analysis only.

If reasonably necessary or required to meet legal or regulatory requirements, resolve disputes, prevent fraud and abuse, or enforce our terms and conditions, we may also keep hold of some of your information as required, even after you have closed your account or it is no longer needed to provide the services to you.

TRANSFER OF YOUR INFORMATION OUT OF THE EEA

We will not transfer your personal information data out of the EEA.

JOB APPLICANTS, CURRENT AND FORMER EMPLOYEES

All the information you provide will only be used for progressing your application, or to fulfil legal or regulatory requirements if necessary.

We will not share any of the information you provide during the recruitment process with any third parties for marketing purposes or store any of your information outside of the EEA. The information you provide will be held securely by us and/or our data processors whether the information is in electronic or physical format.

We will use the contact details you provide to us to contact you to progress your application. We will use the other information you provide to assess your suitability for the role you have applied for.

How long your personal information will be kept

We do not collect more information than we need to fulfil our stated purposes and will not retain it for longer than is necessary. Therefore, if you unsuccessfully apply for a role with us, we will delete or anonymise your personal information once we have communicated this to you. There may be circumstances in which we will retain your data for a future opportunity and if this is the case, we will seek your express consent beforehand.

The information we ask for is used to assess your suitability for employment. You don't have to provide what we ask for but it might affect your application if you don't.

Within the application stage we ask for your personal details including name and contact details. We also ask you about your previous experience, education, referees and for answers to questions relevant to the role you have applied for. Our recruitment team will have access to all this information.

You will be asked to provide equal opportunities information. This is not mandatory information – if you do not provide it, it will not affect your application. Any information you do provide, will be used only to produce and monitor equal opportunities statistics.

If we make you a conditional offer of employment we will ask you for information so that we can carry out pre-employment checks. You must successfully complete pre-employment checks to progress to a final offer. We are required to confirm the identity of our employees, their right to work in the United Kingdom and seek assurances as to their trustworthiness, integrity and reliability.

We therefore use your information in several different ways. The table below set this out in detail, showing what we do, and why we do it.

Category of personal data	**Purpose for processing**	**Legal basis under the GDPR**
Name and contact details	Application process Contact applicants to progress application	Performance of a contract Performance of a contract
Previous employment history, references, educational history	Assess suitability for the role	Performance of a contract
Gender, ethnicity, religion and nationality	Equal opportunities monitoring	Legal obligation
Passport/visa details	Confirm identity and right to work in the United Kingdom	Legal obligation
Health and disability	To make any required adjustments Establish fitness to work Provide health & safety, first aid assistance, emergency evacuation, hazard risk assessment, accident monitoring	Consent Legal obligation Vital interests
Criminal record relating to unspent convictions	Assess suitability for the role	Consent
Annual leave and sick leave details	To ensure performance of contractual obligations	Performance of a contract
Performance details	Maintain staff records	Performance of a contract
Emergency contact details	In case of emergency to contact next of kin	Vital interests
Banking information	Payroll purposes	Performance of a contract
National insurance number and tax information	Ensure national insurance and tax contributions are properly recorded	Performance of a contract
Pension details	Payroll purposes	Performance of a contract

CONTROL OVER YOUR INFORMATION

Under the General Data Protection Regulation, you have several important rights available to you for free. In summary, those include rights to:

- be informed about how your personal information is being used (hopefully this privacy policy explains it all)
- Access the personal information we hold about you
- Request that we transfer elements of your data to another service provider
- Request us to correct any mistakes in your information which we hold
- Request the erasure of personal information concerning you in certain situations
- Receive the personal information concerning you which you have provided to us, in a structured format
- Stop any direct marketing
- Object to processing of your personal data

For further information on each of these rights, including the circumstances in which they apply, see the Guidance from the UK Information Commissioner's Office (ICO) on individuals rights under the General Data Protection Regulation.

If you would like to exercise any of these rights, please:

- email, call or write to us at DPO, 1st Waste Management Consultants Ltd, Regency House, 10-12 Lansdowne Road, Bournemouth, Dorset BH1 1SD or email information@1stwaste.co.uk or phone 01202 393001
- let us have enough information to identify you;
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill); and
- let us know the information to which your request relates

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made many requests. In this case, we will notify you and keep you updated.

KEEPING YOUR PERSONAL INFORMATION SECURE

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems, please visit www.getsafeonline.org. Get Safe Online is supported by HM Government and leading businesses.

HOW TO COMPLAIN

We hope that we can resolve any query or concern you raise about our use of your information. If you are not happy with how 1st Waste manages your personal data, you have the right to lodge a complaint with a supervisory authority. The supervisory authority in the UK is the Information Commissioner who may be contacted at https://ico.org.uk/concerns/.

CHANGES TO THIS PRIVACY NOTICE

This privacy notice was published on ***23/05/2018*** and last updated on ***29/03/2023***.

Any changes we make to this notice will be posted on this page.

HOW TO CONTACT US

If you wish to contact us please send an email to information@1stwaste.co.uk write to DPO, 1st Waste Management Consultants Ltd, Regency House, 10-12 Lansdowne Road, Bournemouth, Dorset BH1 1SD or call 01202 393001.

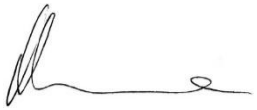
GLOSSARY

Lawful Basis

Legitimate Interest means the interest of our business in conducting and managing our business to enable us to give you the best service/product and the best and most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law).

Performance of Contract means processing your data where it is necessary for the performance of a contract to which you are a party or to take steps at your request before entering into such a contract.

Comply with a legal or regulatory obligation means processing your personal data where it is necessary for compliance with a legal or regulatory obligation that we are subject to.

Signature: 

Name: Richard Groome Position: Managing Director

Date: 12/10/2024