

Refuse and Recycling

Oadby and Wigston's Borough Council Depot (Refuse and Recycling) department deals with the collection of refuse, recycling and garden waste as well as general complaints about waste and cleansing.

The retention of the data that is provided to the Refuse and Recycling section will be determined by Oadby and Wigston Borough Council's retention policy. A copy of the retention schedule is available on the Council's website.

The information and personal data that you provide to the Refuse and Recycling section will be processed by Oadby and Wigston Council, which is the 'data controller' for the purposes of the Data Protection Act.

The information that you provide in relation to Refuse and Recycling, including personal data, will be used to deal with your enquiry.

Information collected:

- Name
- Address
- Telephone number(s)
- Date of Birth (Where necessary)
- List of items that need to be collected
- Number of sharp/clinical boxes that need to be collected
- Reason for assistance
- Reason for extra bags and number of missing bags
- Location
- Proof of benefit (where required, to meet our threshold for free collections)
- Household details including its rate of waste disposal and occupants

Agencies we might share the information with:

- Health agencies
- Regulatory bodies
- Government bodies
- Other Local or County Councils
- External waste/consultation companies that are working with OWBC to fulfil expectations



Purpose for processing:

- Service delivery
- Safety provision
- Evidence for court proceedings
- Fraud / prosecution purposes

Lawful basis for processing:

- Contract
- Legal obligation
- Public task

