

## Albion Waste Privacy Statement

This Privacy Statement explains how we collect, use, and protect your personal data, as well as your rights regarding your data. Please also refer to our Cookie Policy for details on the use of cookies and other tracking technologies on our website.

### 1. Who is responsible for your personal data?

Albion Waste ("Albion," "we," "our," or "us") is responsible for your personal data. Albion Waste operates primarily within London area, offering a wide range of waste management services. Our services include wheely bins, commercial waste collection, site clearance and glass recycling. When we provide services to you, Albion Waste is the entity responsible for controlling your personal data.

### 2. Which personal data do we collect?

The personal data we collect may include:

- **Contact Information:** Your name, job title, postal address (including home or business addresses), telephone numbers, and email address.
- **Payment Data:** Information necessary for processing payments and fraud prevention, including credit/debit card numbers, security codes, bank account details, and related billing information.
- **Service Information:** Data related to your interactions with us, such as service enquiries and other waste management services you have utilised.
- **Business Information:** Information necessary for our contractual relationship, including service instructions, payments, and other business-related details.
- **Publicly Available Information:** Data collected from public resources, databases, and credit reference agencies.
- **Operational Data:** Information collected during our service delivery, such as details of visits to your premises and data from vehicle-based cameras or handheld devices, including images, audio, and video.
- **Preferences:** Information about your preferences relevant to the services we provide, such as preferred communication methods.

### 3. How do we collect your personal data?

We collect personal data in various ways, including:

- **Service Enquiries:** When you submit an enquiry through our service enquiry form on our website [www.albionwaste.net](http://www.albionwaste.net), or when you place an order through our order form.
- **Service Provision:** When you engage us to provide services, such as general waste collection, commercial waste collection, or glass recycling.
- **Direct Interactions:** When you contact us by telephone, email, or in person, including when you visit our office.
- **On-Site Visits:** When we deliver or collect bins or bags, or when we perform other waste management services at your premises.

- **Third-Party Sources:** We may collect personal data from publicly available records, credit reference agencies, or other organisations with whom you have dealings.

#### 4. Are you required to provide personal data?

Providing personal data is generally voluntary. However, certain services may not be possible without specific data. For example, without your contact details or payment information, we cannot process your service requests or payments. In such cases, failure to provide the necessary data may prevent us from fulfilling your requests or providing services.

#### 5. For which purposes will we use your personal data?

We may use your personal data for the following purposes ("Permitted Purposes"):

- **Service Delivery:** Providing and managing the waste management services you have requested, such as waste collection, and site clearance.
- **Business Administration:** Managing your relationship with Albion, including processing payments, billing, customer support, and service delivery.
- **Legal Compliance:** Ensuring compliance with legal obligations, such as environmental regulations, anti-money laundering, fraud prevention, and record-keeping.
- **Security:** Protecting our facilities, vehicles, equipment, IT systems, and communications platforms from security threats, fraud, or other malicious activities.
- **Insurance:** Handling insurance claims involving Albion Waste, including sharing data with insurers, claims handlers, or legal advisers.
- **Regulatory Compliance:** Meeting our legal and regulatory obligations, including audits and reporting.
- **Dispute Resolution:** Defending or exercising legal rights and responding to complaints.

Where you have provided consent, we may also process your personal data for:

- **Communications:** Keeping you informed about Albion services, industry developments, events, and other relevant updates.
- **Marketing Activities:** Conducting customer surveys, marketing campaigns, and other promotional activities.
- **Personalisation:** Creating a user profile to personalise and improve our communications with you.

You may opt out of marketing communications at any time.

#### 6. What is the legal basis for using your personal data?

The legal basis for processing your personal data depends on the specific Permitted Purpose:

- **Contractual Necessity:** Processing is necessary for the performance of a contract with you or your business.
- **Legal Obligations:** Compliance with legal requirements, such as environmental regulations and tax obligations.

- **Legitimate Interests:** Processing is necessary for our legitimate interests or those of third parties, provided that these interests do not override your rights.

In certain cases, we may process your data based on your explicit consent.

## 7. With whom will we share your personal data?

We may share your personal data in the following circumstances:

- **Service Providers:** With third-party service providers who process data on our behalf, such as payment processors, IT services, and logistics providers.
- **Legal Obligations:** With regulatory bodies, law enforcement, or courts as required by law.
- **Feedback and Performance:** With third parties to collect feedback on our services to improve and promote our offerings.
- **Credit and Fraud Checks:** With companies conducting credit checks, fraud prevention, and financial institutions.

We will not share your personal data with third parties for marketing purposes without your consent.

## 8. Personal data about others

If you provide us with personal data about someone else, you must ensure that you are authorised to do so and that the individual is aware of how their data will be used by us.

## 9. Keeping personal data secure

We take appropriate technical and organisational measures to secure your personal data in accordance with our internal procedures. Your data may be stored in digital or paper formats on our systems or those of our contractors.

## 10. Transferring your personal data abroad

Albion Waste does not transfer your data abroad.

## 11. Updating personal data

If your personal data changes, please inform us by emailing ops@albionwaste.net. We are not responsible for any issues arising from inaccurate or outdated personal data provided by you.

## 12. How long do we keep your personal data?

We will retain your personal data only as long as necessary for the Permitted Purposes or as required by law. This includes retaining data to comply with legal obligations, resolve disputes, and enforce agreements.

## 13. Your rights

You have the right to request access to your personal data, correct any inaccuracies, and object to or restrict its use. You can also make a complaint about our handling of your personal data. To exercise these rights, please contact us at ops@albionwaste.net. We may require proof of identity to process your request.

#### 14. Review of this Statement

This Privacy Statement was last updated on 15 July 2024. Albion Waste reserves the right to modify this statement as needed to reflect changes in how we process personal data or legal requirements. Any updates will be posted on our website.