

Stirling Council

Privacy Notice

Find out how Stirling Council uses personal data by checking the Council's website at the following address:

<https://www.stirling.gov.uk/council-democracy/access-to-information/data-protection/>

Our website contains a Register of Data Processing which lists all the different ways in which the Council uses personal data.

This Privacy Notice provides more information about just one of those processes.

Title of Process	Waste Pull Out Service
Why does the Council process personal data?	<p>The Pull Out service is offered to residents who are unable to present their bin for collection by themselves, often because of age or disability.</p> <p>Personal data is processed when customers apply for this services, and is used to ensure customer gets their bins pulled out and returned, and so that each crew member knows that addresses are on the Pull Out List.</p>
What personal data is used?	<p>Customers (residents of Stirling) who feel unable to present themselves - Name, address, eligibility reason, DOB, doctor's details</p> <p><u>"Special Category" Data</u> Health (Physical and Mental)</p>
What makes it lawful for the Council to process this personal data?	<p>We need to process this personal data to perform a "public task" in the public interest.</p>
Where does the Council obtain personal data from?	<p>Application Forms and Assisted Collections</p> <p>Contact Centre</p> <p>Personal data may passed from a different organisation doctor's details need to be checked for proof</p>

Where does the Council keep personal data?	In electronic format – on network drive and email systems
How long does the Council keep personal data?	Until we are notified with a change
Who does the Council share personal data with?	Personal data is not shared
Who do I contact about my personal data?	<p>The Council has a Data Protection Officer to make sure it is complying with data protection laws.</p> <p>They can be contacted at: Data Protection Officer, Stirling Council, Teith House, Kerse Road, Stirling FK7 7QA Email: dataprotection@stirling.gov.uk Telephone: 01786 404040</p>