



## Privacy Policy

GWR Waste & Recycling is “The complete business waste management and recycling solutions provider”. We provide waste management services through a range of sub-contractors who carry out collections on our behalf. Based in Bristol, we serve Bath, Gloucester, Swindon and the wider UK, and have over 35 years of combined experience in waste management and recycling services, offering a complete zero waste to landfill and facilities management package for businesses.

- Keep it simple – we look after other people’s data in the way that we would like ours to be
- Do the right thing – we lead by example with our personal and professional behaviours,
- Think green – we consider the environmental consequences of our actions and strive to make the best choice for the environment
- Only Take What We Need - We will only ever take the information that is critical for us to do our job.
- Secure - We ensure that all information we take is secure and only available to those that need it within the business.

Great Western Recycling only collects personal data for business purposes. We use the GDPR and ICO definition of ‘personal data’ which means any *“information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier”*. The categories of personal data we collect, and use are:

- Names and surnames
- Business email addresses
- Business phone numbers
- Business addresses
- Direct Debit Details

We collect your personal data in various ways such as a cold call or a meeting where you give us your contact details, approaching you on Linked In or by being introduced by someone else. When a new customer joins Great Western Recycling, we collect various information about you for our contract purposes.

Our lawful basis for processing as well as the purposes of the processing are detailed in the table below:

Purpose/Activity	Type of data	Lawful basis for processing
Providing proposals and quotes to you	Contact details	Contract
Carrying out work as agreed with you	Contact details Direct Debit details	Contract
Notifying you of changes to services	Contact details	Contract
Contacting you with information about services Great Western Recycling can provide	Contact details	Legitimate Interest - to grow our business and potentially yours as well



Individuals have the following rights

1. Your Right	Great Western Recycling explanation
2. The right to be informed	This Privacy Policy provides information on what personal data we collect and what we do with it.
3. The right of access	<p>If you wish to access your personal data held by Great Western Recycling, please send an email to <a href="mailto:info@gwrecycling.co.uk">info@gwrecycling.co.uk</a> with the title Subject Access Request.</p> <p>We will respond within a month.</p> <p>The response is likely to consist of emails and reports which mention you.</p>
The right to rectification	<ul style="list-style-type: none"> <li>• If you wish to rectify your personal data, please send an email to <a href="mailto:info@gwrecycling.co.uk">info@gwrecycling.co.uk</a> with the title Request for Rectification.</li> <li>•</li> <li>• We will respond in within a month.</li> </ul>
The right to erasure	<p>We are unlikely to be able to delete your personal data as it is likely to be attached to a contract and work completed as part of that contract and we need to hold records of the work we have completed for business development reasons or in case of claims.</p> <p>However, if you would like to be forgotten, please send an email to <a href="mailto:info@gwrecycling.co.uk">info@gwrecycling.co.uk</a> with the title Forget Me.</p> <p>We will respond within a month.</p>
4. The right to restrict processing	You can request that we stop processing your data for a specified time period.
The right to data portability	Great Western Recycling can provide a copy of your personal data on request, this will consist of your contact details in a spreadsheet.
5. The right to object	Great Western Recycling does not carry out any Direct Marketing
6. Rights in relation to automated decision making and profiling.	Great Western Recycling does not carry out any automated decision making however we do monitor website traffic.



If you need any further information on the way we collect and use your personal data, or you have a complaint please contact us by email to [info@gwrecycling.co.uk](mailto:info@gwrecycling.co.uk) . You have the right to lodge a concern or complaint with the Information Commissioner's Office via <https://ico.org.uk/concerns/> .

This Privacy Policy will be reviewed and may be updated, any changes will be available on our website or will be emailed to you where appropriate.

We are committed to meeting applicable requirements for information security and continually improving our management system and the services we offer our clients. This policy is communicated to all Great Western Recycling employees and is available to other interested parties on our website. This policy is reviewed annually to ensure that it remains appropriate to our strategic direction and is suitable, adequate and effective.

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