



## **Privacy Notice**

The Wastepack Group is formed of the following compliance businesses:

Wastepack Ltd; SWS Compak; Recycle Wales; Electrolink; WEEE Link; Compliance Link, Nipak and Synergy Compliance.

This privacy notice explains how we use any personal information we collect about you.

### **What information do we collect about you?**

We collect information about you when you engage with us for compliance services or prospective compliance services. This information will relate to your personal information such as name, business phone number, job title and business email address.

We may also collect information when you voluntarily complete such as client surveys or provide feedback to us.

We will collect and process information that you have provided by filling in forms on our website. We may also ask you for information relating to the services to be provided to you or when you report a problem with our site. We will also collect and process details of all information provided to us by you through our website.

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

We also collect personal data when undertaking recruitment of permanent and temporary workers.

### **Cookies**

Information relating to the usage of our website is collected using cookies on our member area site for session control and help us to improve our site and to deliver a better and more personalised service. You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log onto our site.

For further information visit <http://www.allaboutcookies.org/>

The transmission of information via the internet via our members area, such as data submissions forms, is secured by individual passwords. Once we have received your information, we use procedures and security features to prevent unauthorised access. All information is stored on secure servers, The Wastepack Group servers are held in the UK.

### **Why do we need to collect and use your personal data?**

The primary legal basis that we intend to use for the processing of your data is for the performance of our contract with you. The information that we collect about you is essential for us to be able to carry out the services that you require from us effectively. Without collecting your personal data we'd be unable to fulfil our legal and regulatory obligations.



Your details will have been obtained from several sources, these include yourself, Companies House, third parties and online resources. Data in the public domain is also collated.

Our documentation and policies are reviewed to ensure compliance with Data Protection and GDPR, specifically to make clear reference to privacy which deals with the handling of personal data.

#### **Who might we share your information with?**

In order to deliver our services to you effectively we may send your details to trusted third parties such as regulatory bodies, such as The Environment Agencies / DEFRA, and those we engage for professional compliance, data services, accountancy or legal services as well as product and platform providers, such as contractors for IT services.

Where third parties are involved in processing your data we'll put in place a contract with them to ensure that the nature and purpose of the processing is clear, that they are subject to a duty of confidence in processing your data and that they'll only act in accordance with our written instructions.

Where it's necessary for your personal data to be forwarded to a third party we'll use appropriate security measures to protect your personal data in transit. Our website has been upgraded to the latest Microsoft platforms and security, and also uses encrypted HTTPS connections.

Our newsletter service provider, Mailchimp, has been acquired by Intuit Inc, and their servers are located outside of the EU. Mailchimp and Intuit Inc processes personal information in accordance with the Intuit Global Privacy Statement and the data processing addendum and participates in and has certified its compliance with the EU-US Privacy Shield Framework, information is available at [Global Privacy Policy](#) and [Data Processing Addendum](#).

#### **How long do we keep hold of your information?**

In principle, your personal data shouldn't be held for longer than is required under the terms of our contract for services for you. However, we are subject to regulatory requirements to retain data for specified minimum periods. Client personal data, associated with terms of business is usually held for a maximum of 6 years, although we will also reserve the right to retain data for longer than this if required. In any case, we'll not retain your personal data for longer than required.

Personal data for those who have applied for roles at The Wastepack Group will be kept for a period of 6 months and then securely destroyed/deleted. Only successful candidates' personal data will be retained.

You have the right to request deletion of your personal data. We'll comply with this request, subject to the restrictions of our regulatory obligations and legitimate interests as noted above.

#### **How can I access the information you hold about me?**

You have the right to request a copy of the information that we hold about you. If you'd like a copy of some or all of your personal information please email or write to us using the contact details noted below. This service is usually free of charge, however, should this be required we reserve the right to charge a reasonable fee.



If you prefer not to receive information from us, including our newsletter, events and information, please email [help@wastepack.co.uk](mailto:help@wastepack.co.uk).

We have an obligation to ensure that your personal information is accurate and up to date. Please ask us to correct or remove any information that you think is incorrect.

### **Marketing**

We'd like to send you information about our services and those of other companies in our group which may be of interest to you. If you've agreed to receive marketing information, you may opt out. You have the right at any time to stop us from contacting you for marketing purposes or giving your information to other members of the group. If you no longer wish to be contacted for marketing purposes, please contact us by email or post.

### **Other websites**

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

### **What can you do if you are unhappy with how your personal data is processed?**

Please contact The Wastepack Group Data Protection Officer. The contact details are below.

You also have the right to lodge a complaint with the supervisor authority for data protection. In the UK this is: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

### **Changes to our privacy notice**

We will update our privacy notice as required. This privacy notice was last updated on 15/12/2022.

### **How to contact us**

Please contact us if you have any questions about our privacy policy or information we hold about you by email at: [help@wastepack.co.uk](mailto:help@wastepack.co.uk) or write to us at The Data Protection Officer, The Wastepack Group, Waterloo House, Unit 27, M11 Business Link, Parsonage Lane, Stansted, Essex CM24 8GF.