

The Wastepack Group is formed of the following compliance businesses: Wastepack Ltd; Recycle Wales Ltd; Electrolink Recycling Ltd; WEEE Link Ltd; Nipak Ltd; Synergy Compliance Ltd and TGBN Ltd.

This privacy notice explains how we, as the **Data Controller**, collect, use, and protect personal information about our **clients, contractors, suppliers, and other stakeholders**. The Wastepack Group is committed to complying with data protection laws, including the UK GDPR and the Data Protection Act 2018, to ensure your personal data is processed lawfully, fairly, and transparently.

Our **ICO registration numbers are shown below** – we are dedicated to safeguarding your privacy and ensuring that your rights under data protection law are respected.

- Wastepack Ltd – Z2010659
- Recycle Wales Ltd – Z3540069
- Electrolink Recycling Ltd – Z3540101
- WEEE Link Ltd – ZB122406
- Nipak Ltd – ZB601522
- Synergy Compliance Ltd – Z104609X
- TGBN Ltd – ZB602194

As the **Data Controller**, we are responsible for ensuring your personal data is handled securely and in line with data protection regulations. When using third-party processors, we ensure that all processing activities are carried out under our strict instructions and that these parties uphold the same standards of data protection.

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 forms or send us information, such as client surveys or provide feedback to us.

We will collect and process the information that you have provided by filling in forms on our website, as well as email and telephone requests. 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 your IP address, operating system, and browser type, for system administration and analytical purposes. While this information helps us understand browsing actions and patterns, we take steps to ensure it does not directly identify individuals unless necessary for security or legal reasons. We also collect personal data when undertaking the recruitment of permanent and temporary workers, in line with our employee privacy notice.

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.

Types of Cookies We Use

We use the following categories of cookies on our website:

- **Strictly necessary cookies:** These are essential for you to browse our website and use its features, such as accessing secure areas of the site. Without these cookies, services you have asked for cannot be provided.
- **Performance cookies:** These collect information about how visitors use our site, for instance, which pages visitors go to most often. These cookies do not collect information that identifies a visitor. Not currently active on our site.
- **Functionality cookies:** These allow the website to remember choices you make (such as your username, language, or region) and provide enhanced, more personalised features. Not currently active on our site.
- **Targeting cookies:** These cookies are used to deliver adverts more relevant to you and your interests.

How Long Do We Store Cookies?

Some cookies expire when you close your browser (session cookies), while others remain on your device for a set period unless deleted (persistent cookies).

Third-Party Cookies

We use third-party services, such as Google Analytics, which set their own cookies. You can find more information about these cookies by visiting their privacy policies linked below:

- [Google Analytics](#)
- [Vimeo](#)

Managing Cookies

You can control or delete cookies using your browser settings. For more detailed information, visit <http://www.allaboutcookies.org>.

Your Consent

By using our site, you agree to the placement of these cookies. You can manage your cookie preferences or withdraw consent at any time using our cookie management tool.

These changes will make your cookie policy more transparent and compliant with UK legal requirements, ensuring users are fully informed about the cookies being used and their rights to manage or refuse them. Consent for strictly necessary cookies is not needed.

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 your organisation. 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 deliver our services or fulfil our legal and regulatory obligations.

Your details will have been obtained from several sources, these include yourself, Companies House, third parties (e.g. Trade Associations and consultants external to our business) and online resources. Data in the public domain is also collated.

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

Who might we share your information with?

To deliver our services to you effectively we may send your details to trusted third parties such as regulatory bodies, 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.

International Transfers

Our newsletter service provider, Mailchimp (now part of Intuit Inc.), may transfer your personal data to servers located outside the UK and EU, including to the United States. To ensure your personal data is protected during such transfers, we rely on the **UK-US Data Bridge**, effective from **12 October 2023**, which allows transfers to US companies certified under the **UK extension of the Data Privacy Framework (DPF)**. This ensures your data is handled in line with UK GDPR standards.

Our survey service provider, SurveyMonkey Europe UC, may transfer your personal data to servers located outside the UK and EU, including to the United States, and SurveyMonkey inc. has self certified its compliance under the EU-US Data Privacy Framework, and the **UK Extension of the Data Privacy Framework (DPF)**. See [here](#) for SurveyMonkey updates including privacy policy.

Where personal data is transferred to other countries without an adequacy decision (such as outside the EEA or countries not covered by the DPF), we use **Standard Contractual Clauses (SCCs)** or other relevant safeguards to protect your data. These legally binding agreements ensure that your data receives the same level of protection as within the UK.

For more information on certified organisations under the DPF, please visit the official **Data Privacy Framework List**. Mailchimp and Intuit Inc. also process personal data in accordance with their **Global Privacy Policy** and data processing addendum, ensuring compliance with applicable data protection standards.

How long do we keep hold of your information?

We will retain your personal data only for as long as necessary to fulfil the terms of our contract and in accordance with data protection legislation. However, we are subject to regulatory requirements that may oblige us to retain data for certain minimum periods. Typically, client personal data related to the terms of business is kept for a maximum of **6 years**, though in some cases, we may need to retain it for longer to meet legal or regulatory obligations. In any event, we will not retain your personal data for longer than is necessary.

Please contact us, should you wish to see a copy of our detailed retention schedule.

Your Data Protection Rights

Under UK GDPR, you have the following rights regarding your personal data. Please note that these rights are not always absolute and may be subject to certain legal or regulatory limitations:

1. **The Right to Access:** You can request a copy of the personal data we hold about you.
2. **The Right to Rectification:** If any of the data we hold is inaccurate or incomplete, you can request that it be corrected.
3. **The Right to Erasure** (also known as the "right to be forgotten"): You can request that we delete your personal data. However, this may be subject to restrictions due to our regulatory obligations or legitimate interests.
4. **The Right to Restrict Processing:** You can request that we limit the processing of your personal data in certain circumstances.
5. **The Right to Data Portability:** You can request that we transfer your personal data to another organisation in a machine-readable format.
6. **The Right to Object:** You have the right to object to the processing of your data under certain conditions, especially in cases of direct marketing.
7. **Rights in Relation to Automated Decision-Making and Profiling:** You can challenge decisions made purely on automated processing, including profiling, where it produces legal effects concerning you.

These rights may not apply in all circumstances. For example, certain data may need to be retained due to legal obligations or ongoing legitimate business interests. For more detailed information about your rights, please visit the **ICO website**.

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. This is known as a subject access request or the right of access. If you'd like a copy of some or all of your personal information or would like to exercise any of your other rights, please email or write to us using the contact details noted below.

Exercising Your Rights

Exercising your data protection rights is generally free of charge, and we aim to respond to all requests within **30 days**. However, if your request is complex or involves multiple requests, we may require more time and can extend this period by up to an additional **two months**. In such cases, we will inform you of the delay and provide an explanation within the initial 30-day period.

In rare circumstances, we may charge a reasonable fee if your request is deemed to be **manifestly unfounded** or **excessive**, particularly if it is repetitive.

For further details about your rights, you can visit the **ICO website**.

If you prefer not to receive information from us, including our newsletter, events and information, please email 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 and let us know of any changes.

Security Measures

We take the security of your personal data seriously. We use **encryption technologies** to protect your data both during transmission and while it is stored on encrypted cloud platform or internal servers.

Our systems are secured to prevent unauthorised access, with appropriate clearance can access stored information, and this access is continuously monitored. Access to personal data is restricted to authorised personnel who are trained in data protection protocols.

Our systems are protected by next generation firewalls and intrusion detection systems. Regular security audits and data backups are performed to ensure the ongoing security of the data. We have protocols in place to manage any data breaches, including notifying affected individuals and relevant authorities as per the required legal timeframes.

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 at any time. 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.

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. More information can be found here: <https://ico.org.uk/make-a-complaint/data-protection-complaints/data-protection-complaints/>

Changes to our privacy notice

We will update our privacy notice as required. This privacy notice was last updated on 01/12/2025.

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 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.