

How we use your personal information

We use your personal information so that we can:

- Provide the service that you have requested, at the correct address
- Ensure that we take the correct payment (if applicable)
- Notify you if we need you to renew your subscription to the service (if applicable)
- Contact you in case of another query or an issue concerning the service you have requested.

We are required under the appropriate section(s) of the Environmental Protection Act 1990 to provide the waste collection service you have requested.

What we will do with it

Your personal information will be held and used by the council for the purposes stated above. Your data is securely hosted by our work management software provider Bartec Auto ID on behalf of Teignbridge District Council and Exeter City Council. We will not share your information with any other people or organisations unless we are legally obliged and instructed to do so.

How long will we keep your information?

Our Corporate Retention and Disposal Policy requires us to keep your information for two years after your last transaction with us. When we no longer need to keep it we will destroy it.

What will happen if you don't provide your personal information?

If you choose not to provide the personal information we have asked for, we will be unable to provide the service you have requested.

More information

To see the council's full privacy notice or to find out about your rights go to www.exeter.gov.uk/DataProtection.