



COUNCIL OF THE ISLES OF SCILLY

APPLICATION FOR ASSISTED WASTE & RECYCLING COLLECTIONS

This service is for residents who are unable to transport their bins/bags to the boundary of their property/kerbside because of ill health, infirmity or disability and without other occupants in the household able to assist them (16 years and over).

SECTION A – YOUR DETAILS

| | |
|--------------------------|--|
| Name: | |
| Full Address: | |
| Postcode: | |
| Telephone Number: | |
| Email Address: | |
| Date of Birth: | |

SECTION B – DECLARATION

I confirm that I am unable to carry my rubbish/recycling to the boundary of my property for collection due to: (please insert details, e.g. age, infirmity, disability, medical condition).

What form of evidence do you have to support this application, e.g. Blue Badge (copies are not required at this stage)

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How long do you need this service for? (Please tick appropriate box)

| | |
|--------------------------|--|
| <input type="checkbox"/> | 12 months (physically unable to place waste out on a long term basis/permanently) |
| <input type="checkbox"/> | 6 months (long term illness/disability) |
| <input type="checkbox"/> | 3 months (short term illness/disability or able person away) |

N.B we will write to you after 12 months to review this service however please inform us if your circumstances change before then.



COUNCIL OF THE ISLES OF SCILLY

Please detail where you will leave your rubbish/recycling for collections?

N.B waste and recycling operatives working for the Council cannot enter enclosed areas i.e. houses, sheds, outbuildings, etc.

How many people, other than you, live in your house over the age of 16 years and are physically able (please do not include yourself in this number, if you live alone put 0)?

SECTION C – TERMS AND CONDITIONS

We are only able to provide you with this service if:

- There is no else in your household who is physically able to place the waste at the property boundary.
- The collection point for the waste is in a safe, convenient and easily accessible location for waste operatives. We may need to access private roads and tracks to properties to ensure vehicles can travel on them and will take into consideration whether they are maintained to a suitable standard. We can refuse to collection from a location if it does not meet these criteria.
- You give permission for the Council to access any private land in order to make the collection from the address provided in Section A and they will not be held liable for any damage to the road surface.
- You agree to inform us as soon as possible if your circumstances changes and you are no longer entitled to an assisted collection service or you no longer require one.

SECTION D – PRIVACY NOTICE

Who controls my data?

The Data Controller for all the information you provide on this form is Cornwall Council, New County Hall, Treyew Road, Truro, TR1 3AY. Our Data Protection Registration Number is Z1745294. Yours data is collected by us for the purpose of carrying out public tasks in accordance with the data protection principles contained within the Data Protection Act 2018 and the General Data Protection Regulation.



COUNCIL OF THE ISLES OF SCILLY

If something's not clear

If you need help in understanding or completing this form with regards to your assisted collection, please contact the Waste & recycling team on 01720 424450 or by emailing infrastructure@scilly.gov.uk.

How we use your information

The information you provide on this form will be used to provide you with an assisted waste collection which we are required to do as the local authority. To do this we need your name, address and eligibility details in order to set up your collections; without them we will not be able to provide this service. We will only use this information in conjunction with your request for an assisted waste collection. A home visit from a Council Officer may be required as part of your assessment. We may check the information provided by you and if found to be incorrect the service will be withdrawn.

How we keep your information safe

Your data will be held within the Council's secure network and premises and will not be processed outside of the EEA. Access to your information will only be made by authorised members of staff who are required to process it for the purposes outlined in this privacy notice.

Your data rights

Your personal information belongs to you and you have the right to:

- be informed of how we will process it
- request a copy of what we hold about you and in a commonly used electronic format (if you provided it to us in this way)
- have it amended if it's incorrect or incomplete
- have it deleted (where we do not have a legal requirement to retain it)
- withdraw your consent if you no longer wish us to process it, although we will no longer be able to provide the service without it
- restrict how we process it
- object to us using it for marketing research purposes
- object to us using it in relation to a legal task or in the exercise of an official authority
- request that a person reviews an automated decision where it has had an adverse effect on you



COUNCIL OF THE ISLES OF SCILLY

How to exercise your data rights

If you would like to access any of the information we hold about you or have concerns regarding the way we have processed your information, please contact: Data Protection Officer, Cornwall Council, County Hall, Truro, TR1 3AY Tel No: 01872 326424 Email: [dpo@cornwall.gov.uk/](mailto:dpo@cornwall.gov.uk)

If you don't agree with something

We would prefer any complaints to be made to us initially so that we have the opportunity to see if we can put things right. However, if you are unhappy about the way we have processed your information or how we have responded to your request to exercise any of your rights in relation to your data, you can raise your concerns direct with the Information Commissioner's Office Tel No: 0303 123 1113 <https://ico.org.uk/make-a-complaint/>.

SECTION E – DECLARATION

I confirm that I have understood the information provided in the Terms and Conditions in Section C and the Privacy Notice in Section D.

| Signed | Date |
|--------|------|
| | |

Completed forms should be returned to:

**Infrastructure Department,
Town Hall,
St Marys,
Isles of Scilly,
TR21 0LW.**

Tel No: 01720 424450.

N.B your waste/recycling collection point will remain the same until you have received a confirmation letter. The application can take up to 10 working days to process.