



SMALL AND LARGE ELECTRICAL HOUSEHOLD COLLECTION SERVICE TERMS & CONDITIONS & PRIVACY STATEMENT

These terms and conditions apply to the Small and large Electrical Household Collection Service carried out by the Council of the Isles of Scilly.

- The Small and large Electrical Household Collection Service is for domestic, residential properties only. NDR and commercial properties are exempt from this scheme.
 - This service is not for commercial or business waste and we will not collect from commercial or business premises.
 - By signing up to this collection service you as the householder are confirming that the material/s you have requested the Council to collect is household waste by its legal definition. If the Council suspects that this material is commercial & originates from commercial premises, you will have collections stopped and an investigation will be carried out.
 - The collection of large electrical items, as part of this collection service, is chargeable. The charges will be reviewed annually and are advertised on the Council's website.
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- To make a booking for a collection, please call 01720 424400 or email zerowaste@scilly.gov.uk. You will be asked to provide your name, address, a contact number and a list of the items for collection.
- When you place your order, you will be told the date of your collection.
- There are charges for the collection of large, bulky electrical items. To pay for a large electrical item/s to be collected please call the Council's Customer Hub team on 01720 424400. Items which have not been paid for will not be collected.
- Items are to be placed at the kerbside by 8:30am on the specified collection day.
- We cannot specify a collection time.

- When placing your items out for collection, you will need to identify a suitable and safe collection point at the boundary of your property, as near to the normal waste collection point as is practically possible.
- If you wish to cancel your collection, please contact the Council by midday the day before your collection is due. Any cancellation received after that time will not be eligible for a refund.
- If you wish to change or add items to your collection, please contact the team. Please be aware this may incur an additional charge if the items changed or added are charged differently to those already paid for.
- At the point of collection, the ownership of the item(s) passes to the Council.
- It is your responsibility to remove personal data from devices.
- Please do not place your electrical items out for collection until the day of your confirmed collection.

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- We can only collect a bag of loose electrical items (i.e. carrier bag size of cables, chargers and batteries), up to 3 small items. If you use a reusable container it your responsibility to ensure it is labelled and taken back within your property boundary as soon as possible. The Council will not be held accountable for any damage to containers or their loss.
 - We can only collect 2 large electrical items per collection slot due to the size of the vehicle's cargo area. 5ft 6" long x 4ft wide).
 - Please contact us on 01720 424400 or email zerowaste@scilly.gov.uk if you have an item that isn't listed.
 - Only the items specified at your time of booking & paid for, if payment is required, will be collected. Any other items placed outside the property will not be taken.
 - The Council reserves the right to refuse to collect items which it considers may endanger the health and safety of the collection team or damage the vehicle. We also reserve the right to refuse collection of any item due to its size or location.

- All food, drink and other perishable items must be removed from fridges and freezers prior to collection day. The team will leave any items that still contain these products and no refund will be given.
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- If you are physically unable to place your items out for collection, please inform us at the time of booking your collection. You will be asked a series of questions to ascertain the need for assistance with your collection. You may be asked to complete an Assisted Collection application form.
 - All items need to be disconnected and placed outside your property for collection. We will not enter property to collect items.
 - We reserve the right to refuse to enter any property, or collect from any location within a property boundary, if it is felt that you do not require assistance or health and safety of the waste collection is compromised.
 - We may require access to undertake a risk assessment of the collection point.
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PRIVACY STATEMENT

The Data Controller for the information you provide on any Waste & Recycling service form, is Cornwall Council, New County Hall, Treyew Road, Truro TR1 3AY. Data Protection Registration Number: Z1745294

Information you provide on any Waste & Recycling Service form is private and confidential, and will be used 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 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.

Forms will be held securely at our premises and/or on our electronic network for a period of up to 12 months after completion. Information will not be transferred outside of the EEA or used for marketing purposes. We will not share information with any other organization unless required to do so by law.

Under GDPR and the DPA 2018 you have the right to:

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- access information that we hold about you or have it rectified if it's inaccurate or incomplete (but you will need to provide evidence before we can do so)
- have your information erased where we don't have a legal requirement to retain
- withdraw your consent for us to hold your information
- restrict how we process your information, e.g. object to us using your information for marketing or research purposes or 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
- If you would like to exercise these rights, please contact the Data Protection Officer (Cornwall Council, County Hall, Treyew, Truro, TR1 3AY Tel: 01872 326424 Email: dpo@cornwall.gov.uk) and request a 'Rights of Access,

Rectification and Erasure Request' form.

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

Please refer any complaints to us initially so we can try to put things right. However, if you are:

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- unhappy with the way we have processed your information or how we have responded to your
- request to exercise any of your data rights, you can raise your concerns with the information

Commissioner's Office Tel: 0303 123 1113 <https://ico.org.uk/concerns>