

Garden Waste Collection Service Terms and conditions and Privacy Notice information 2021-2022

To make the most of your garden waste collection service please make sure:

1. your bin has your house name or number clearly displayed on it
2. your bin is at its collection point by 6:15am on your collection day
3. you tell us if you move to a new house
4. you let us know within two working days if we miss your collection.

1. Service description

- 1.1 The Garden Waste Collection Service ('the service') is available to residents ('you') of the West Suffolk Council (the council). The service is available on payment for collections between the months of April 2021 and May 2022. Subject to the terms of this agreement, the council will provide a 240-litre brown bin (or suitable alternative, subject to specific conditions) which will be emptied on an allocated day once in every period of two weeks. **This service is for residential customers only.**
- 1.2 The sum payable for the 12-month period commencing in June is £43 for each bin you sign up. The council reserves the right to review this sum annually to take effect from the beginning of June each year.

2. Payment methods

- 2.1 You can register to receive the service until the end of December of the current year's scheme.
- 2.2 The council reserves the right to suspend the receipt of payments for a period between 1 January and 28 February inclusive. The exact time period will be decided at the council's discretion.

Direct debits

- 2.3 A single direct debit payment of £43 for each bin you sign up will be taken annually. We will write to you shortly before the end of your subscription year to confirm when the payment will be taken. If you are happy to continue, there is no need to take any action. If you wish to cancel, you can do this through your bank. Alternatively, please call on 01284 776119

Debit or credit card payments

- 2.4 You must pay the subscription in full before the service will start.
- 2.5 Subscriptions taken up after June will be charged the full 12-month rate, but the service will only be delivered up to 31 May in the following financial year.

3. The waste containers

- 3.1 A brown, 240-litre, wheeled bin ('the brown bin') is provided for your use but remains the property of the council at all times. Compostable sacks ('sacks') may be supplied as an alternative at the discretion of the council. The bins or sacks must only be used for the disposal of garden waste. Only bins or sacks supplied by the council will be emptied as part of the service.
- 3.2 You are responsible for the general condition and cleaning of the bin whilst in your possession. The council does not provide a bin cleaning service.
- 3.3 Additional bins, up to a maximum of four, can be ordered and will be delivered within 10 working days of the payment being processed. Each additional bin will require a separate full subscription of £43.
- 3.4 The council reserves the right to remove all bins that are not used for the garden waste collection service, or if there is evidence of damage or misuse, without refund. Where payment is not received for any subsequent year, or the service is cancelled by you, the council will discontinue the collection service and could remove the bin.
- 3.5 The council accepts no liability for injury incurred either directly or indirectly from the use of the brown bin or sacks.

4. Collection days

- 4.1 Garden waste will be collected every two weeks on a nominated collection day. The council reserves the right to alter the collection day and will endeavour to give as much notice as possible of any changes. Changes will be made to collection days around bank holidays; please see our website for more information: <https://www.westsuffolk.gov.uk/bins>
- 4.2 The council reserves the right to suspend collections in exceptional circumstances, such as adverse weather conditions, for safety or other operational reasons.

5. Putting your garden waste out for collection

- 5.1 You must put out the bin(s) or sacks by 6.15am on the day of collection at your usual waste collection point. The council does not guarantee a specific time of collection during the day. Bins or sacks should not be presented for collection before 6pm the day before collection.
- 5.2 You must ensure that your bin is clearly marked with your house name or number.
- 5.3 If your bins are collected from a bin collection point (that is, not outside your house) please make sure your house name/number is visible on the lid of the bin.
- 5.4 It is your responsibility to remove the bin(s) from the public highway (including associated pavements, footways and verges) to within the boundary of your property as soon as possible after collection and on the same day as the collection.

- 5.5 If your garden waste is collected in sacks, a maximum of four sacks will be collected every two weeks unless you have paid for more than one subscription.

6. Bins that are not emptied

- 6.1 If the council is unable to collect bins due to factors outside of our control we will endeavour to return and collect them within 48 hours.
- 6.2 If bins were put out by 6.15am, are not contaminated or overweight and have not been collected by 4.15pm you should report them as not collected within two working days. The council will endeavour to return and collect them at its earliest opportunity.
- 6.3 We will not return to empty your bin if it was not presented by 6:15am.

7. Moving house

- 7.1 You can transfer the service to a new address within the council area if the bin is transported by you. You must inform the council of the change of address online or in writing (email: customer.services@westsuffolk.gov.uk) within 14 days.
- 7.2 If you move outside of the council area, you must inform the council of the change of address online or in writing (email: customer.services@westsuffolk.gov.uk). The service will be stopped unless the new residents sign up for the service.

8. Acceptable material, contamination and overweight bins

- 8.1 Only garden waste can be put in the bin. Acceptable garden waste includes:

- dead plants and flowers
- grass
- hedge clippings
- leaves
- prunings and twigs
- sawdust
- small branches weeds
- windfall fruit and vegetables from your garden.

Invasive weeds such as Japanese knotweed must not be put in your garden waste bin

- 8.2 Bins that are contaminated (that is, they contain incorrect materials), are overflowing and/or overweight will not be collected; the council will advise you of the problem. If bins are contaminated it is your responsibility to remove the contamination from the bin prior to their next scheduled collection. No extra collections will be offered.
- 8.3 Overweight bins cannot be lifted by the machinery on the back of the council's collection vehicles. If your bin has not been collected because it is overweight, you will be left a notice on your bin to explain as well as compostable sacks into which you can be put some of the waste from the bin. These should be presented next to your brown bin on your next scheduled collection.

- 8.4 If the bin is repeatedly misused the council reserves the right to remove the bin.
- 8.5 No side waste will be collected (that is, extra waste outside of the bin) unless by prior arrangement and only strictly in the council-supplied sacks.

9. New build properties

- 9.1 Residents moving into new properties can subscribe to the scheme in the same way as all other residents.
- 9.2 Residents will be delivered a brown bin from the council's existing stock, which will be clean, but may be pre-used.

10. Cancellation of the service

- 10.1 You can cancel your service at any point during the year however there are no refunds or part refunds for cancellation of service.
- 10.2 The council reserves the right to cancel the collection in the circumstances outlined in paragraph 3.4 above and in such instances no refunds will be given.
- 10.3 If you cancel your direct debit prior to payment being taken your service will be cancelled. In order to continue receiving the service, please see section 2.2 for alternative payment methods.
- 10.4 If you cancel your direct debit after payment has been taken for the year, you will need to make alternative payment arrangements to continue receiving the service the following year.
- 10.5 West Suffolk Council reserve the right to cancel an existing direct debit if a resident fails to notify them of their move so that the new resident can subscribe.

This agreement is made under the provisions of the Environmental Protection Act sections 45 and 46 and the Controlled Waste (England & Wales) Regulations 2012.

Privacy notice

West Suffolk Council is a Data Controller and can be contacted at: West Suffolk House, Western Way, Bury St Edmunds, Suffolk, IP33 3YU. Phone: 01284 757173.

The Data Protection Officer can be contacted at the same address.

We are collecting your personal information in order to process your application for Garden Waste Collection. Your data will not be shared with third parties unless they are used by us to deliver the service, for example a mailing house for the sole purpose of alerting customers that payment is due or to inform them about changes to the service. Your data may be used for council purposes, in order to prevent or detect crime, to protect public funds or where we are required or permitted to share data under other legislation.

Your data will be kept for 6 years in line with our records management guidance.

You have the right to access your data and rectify mistakes, erase, restrict, object or move your data in certain circumstances. Automated decision making and processing is not used during this application. Please contact the Data Protection Officer for further information or go to our website where your rights are explained in more detail. If you would like to receive an explanation of your rights in paper format, please contact the Data Protection Officer.

Any complaints regarding your data should be addressed to the Data Protection Officer in the first instance. If the matter is not resolved, you can contact the Information Commissioner's Office at: Wycliff House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Phone: 0303 123 1113.

If you do not provide the information required on the application form, we will not be able to process the application for Garden Waste Collection.

For more information on our Data Protection Policies please go to our website: [How we use your information](#), or email: data.protection@westsuffolk.gov.uk