



## **LARAC Privacy Policy**

The Local Authority Recycling Advisory Committee (LARAC) is committed to protecting your personal information. It's your information, it's personal, and we respect that. We also want to maintain the trust and confidence of every one of our members, employees, those who purchase our products and services, volunteers, as well as each visitor who uses the LARAC website.

This policy (together with our terms of website use, terms and conditions and any other documents referred to on our website) gives you detailed information on when and why we collect your personal information, how we use it and how we keep it secure.

We may change this policy from time to time in accordance with the changes at LARAC or to reflect changes to regulation or legislation.

Please contact us if you have any questions about this privacy policy, to execute your rights or to see the information we hold about you. Please contact [admin@larac.org.uk](mailto:admin@larac.org.uk)

or write to:

LARAC Ltd  
First Floor  
Templeback  
10 Temple Back  
Bristol  
BS1 6FL

### **1. Who are we?**

We are the Local Authority Advisory Committee (LARAC) a membership organisation and trade association for UK local authorities undertaking a waste collection or waste disposal function. Address is above.

LARAC is registered with the Information Commissioners Office as a registered data controller, registration number ZB241214

### **2. How do we collect information from you?**

We only collect personal data that you want to provide to us or that is needed to provide (and improve) our service to you. For example, we collect your information:

- A. when you register with us when your authority becomes a member, purchase our products and services or it could be when you opt-in to receive communication from us (there is an option so that you can unsubscribe at any time);



- B. when you provide permission to other organisations to share it with us (includes Facebook, Linked-in or Twitter etc.) or when you use our websites or other applications;
- C. when you have given it to a third party and have provided permission for them to pass your information on to us.

Some website functionality or service may be unavailable to users who do not provide their data, or who do not consent to the use of cookies and similar technologies on this site.

### **3. What information do we collect about you?**

We only collect the information that's necessary to carry out our business, provide the service you've requested and to keep you informed.

The personal information we collect, or you give us may include (but not be limited to) your prefix (Mr, Mrs, Miss, Dr), name, contact information including address, e-mail address, phone number, employment information and other information necessary in order to enter into a contract with us and for us to perform that contract.

You are not required to provide us with all of the Personal Data listed above, but if you do not provide the data we have marked as essential, we may not be able to effectively provide you with our products, services and information.

We may also collect other information with regard to each of your visits to our website and linked third party websites, which includes products and services, IP address, and information regarding what pages are accessed and when.

Our website, which has a URL starting <https://>, is a secure website. We do not store any financial information, including debit/credit card details, on our website. Where you choose to pay online via debit/credit card to purchase any of our services or products your payment will be processed and managed through an independent third-party payment solution provider.

### **4. How we use the information we collect?**

We use this information:

- A. to manage your account with us and personalise your use of the website;
- B. to respond to your requests and inquiries;
- C. to serve relevant advertisements to you when you visit our sites or other third-party sites;
- D. to process your order or request for our products or services (For example, membership, training, webinar, events, directory listing etc.);
- E. to process payments, accounting and administration (including, but not limited to, membership subscriptions and renewals, registration fees, or



processing the delivery and payments for any products or services that you choose to purchase from us);

- F. to carry out our obligations arising from any contracts entered by you and us (for example, if you have purchased any product or service with us) or where we are required to do this by law or other regulations.;
- G. to seek your views or comments on the services we provide;
- H. to notify you of changes to our services and policies;
- I. to send newsletters and communications about events and other products and services offered by LARAC and its Conferences Organiser that we think may be of interest to you;
- J. to request your participation in surveys, focus groups, or other initiatives which help us to gather information used to develop and enhance our products and services;
- K. to manage reporting and business planning - we produce internal documents to monitor our own activities.

Depending on the communication preferences you have provided, we may contact you by email, phone or mail about the subjects you have opted into.

The legal basis for the processing of your personal data is our legitimate interest in providing membership services or engaging in commerce and offering products and services of value to you your consent and/or any other applicable legal basis, such as; where such processing is necessary to perform our contract with you or to take steps before entering into our contract with you; and/or where such processing is necessary to comply with our legal obligations, resolve disputes and enforce our contractual agreements.

Please note that, any consent you provide may be withdrawn at any time by following the contact methods listed in Section 13 and 14 below.

#### **5. Where do we store your data?**

All the personal data we process is stored and processed by our staff in the UK. However, for the purposes of some IT hosting and maintenance your information may be situated outside of the European Economic Area (EEA). In such circumstances, we ensure that your data is managed in accordance with the EU Data Protection laws and that any third party handling your data acts only on LARAC instructions and implements all technical measures necessary on an ongoing basis to keep your personal data secure.

If you wish to know more about international transfers of your personal data, you may contact us [admin@larac.org.uk](mailto:admin@larac.org.uk)

#### **6. How long do we retain your data?**

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations.



We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us or to comply with any relevant legal reasons. We may choose to delete your data at any time without notice to you should we determine that we do not need to retain your data any longer.

#### **7. Disclosure of your information?**

We will not sell or rent your information to any third parties.

We will not share your information with any third parties for marketing purposes.

We only disclose information to third parties or individuals who process your information on our behalf or when obliged to do so by law. We require that our third-party service providers only use your Personal Data as necessary to provide the requested services to us and each service provider is subject to a set of terms consistent with this Privacy Policy. We also ensure that the third party provides appropriate security measures to protect your Personal Data and strictly monitor compliance with such security measures for the lifetime of our contractual relationship with the third party. The purpose of sharing your information with third parties includes, but is not limited to, the following:

- A. Hosting providers for the secure storage and transmission of your data;
- B. Learning technology and online event providers including our e-learning courses and webinars, for the delivery and improvement of web events and learning programs and the tracking of your progress;
- C. Database software providers for the management and tracking of your data (internal use);
- D. Payment solution providers for the secure processing of payments you provide to us;
- E. Technology providers who assist in the development and management of our website and its functionality;
- F. Volunteers in LARAC regional areas who perform various functions related to delivering locally based events on our behalf;
- G. Legal and compliance consultants, such as external counsel, external auditors, or tax consultants;
- H. Legal and/or statutory authorities and agencies, if we receive a complaint about any content you have posted or transmitted to or from one of our sites, to enforce or apply our Terms & Conditions or if we believe that we need to do so to protect and defend the rights or property or safety of the LARAC, our websites or the personal safety of our employees or visitors and for other lawful purposes;
- I. Further we may disclose aggregate statistics about our site visitors, supporters, customers and sales to describe our services and operations to prospective partners, advertisers and other reputable third parties and for other lawful purposes, but these statistics won't include any personally identifying information;

#### **8. How we protect your personal information?**



We use reasonable measures to strive to safeguard and secure the personal data we collect. Any transmission of personal information is at your own risk. We aim to utilise suitable technology to enhance security and reduce risk of loss. Our security practices, processes or technology do not guarantee absolute security of your information and you should take all normal personal precautions such as, but not limited to, not sharing passwords, closing browsers, and not using public networks (e.g., internet cafes, etc.).

#### **9. Profiling**

LARAC do not use the information you provide to us and which we obtain from other sources to analyse your personal information and create a profile of your interests and preferences so that we can contact you with products, services and information which you might be most interested in.

#### **10. Use of 'cookies'**

Like many other websites, the LARAC website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use cookies to store your country preference. This helps us to improve our website and deliver a better, more personalised service. It is possible to switch off cookies by setting your browser preferences. For more information on how to switch off cookies on your computer, visit our full cookies policy <https://larac.org.uk/cookie-policy>. Turning cookies off may result in a loss of functionality when using our website.

#### **11. Links to other websites**

Our website may contain links to other websites run by other organisations. These are provided for your convenience. They do not signify that we endorse the website and we have no responsibility for the content on the linked website(s). This privacy policy applies only to the LARAC website so when you link to other websites you should read their own privacy policies and their terms and conditions.

#### **12. Children's privacy**

We do not knowingly process any information of children aged 16 or under.

#### **13. Your rights**

You have the right to ask LARAC to provide you with all the information it stores on you. If you wish to access your personal data, you can click on and log into <https://larac.org.uk/user/login> where you will have the opportunity to update your personal data or preferences. You have the right to ask LARAC to rectify, block, complete and delete your personal data, to restrict its use, and to port your data to another organisation. You have the right to request additional information about the handling of your personal data. You also have the right to object to the processing of your data by LARAC in some circumstances and, where we have asked for consent to



process your data, to withdraw this consent. Additionally, you may contact us at [admin@larac.org.uk](mailto:admin@larac.org.uk) you would like assistance with any of the aforementioned rights.

There are exceptions to these rights, however. For example, access to personal data may be denied in some circumstances if making the information available would reveal personal information about another person or if LARAC is legally prevented from disclosing such information. In addition, where LARAC can demonstrate that it has a legal requirement to process or keep your data, LARAC may be able to retain the data even if you withdraw your consent.

Any excessive access request may be subject to a fee to meet our costs in providing you with details of the information we hold about you.

**14. How to opt-out/unsubscribe for our marketing & promotional information:**

If you do not wish to receive our communications related to products, services and other information relevant to your interests, then you may at any time, free of any charge, opt out/ unsubscribe by contacting [admin@larac.org.uk](mailto:admin@larac.org.uk). If you choose not to provide your Personal Information to LARAC for the purposes set out in this Privacy Policy, we will not be able to provide you with any requested service or provide access to the website.

**15. Complaint to our supervisory authority**

If you wish to raise a complaint on how we have handled your personal data, you can contact us on the above address or e-mail [admin@larac.org.uk](mailto:admin@larac.org.uk) , and we will investigate the matter. If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law, you can complain to the Information Commissioner's Office (ICO) <https://ico.org.uk>

**This policy was last updated: October 2022**