



## PRIVACY NOTICE

Issue No. 02

Issue date:  
04.10.21

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### 1. What we need

Our Personal Data Protection Policy governs the use and storage of your data. You can see our Personal Data Protection Policy on request to this office.

KWD is a Controller of the personal data you provide us. We collect the following types of personal data from you:

- Your Name
- Addresses
- Personal Mobile Phone Numbers
- Emergency Contact Details
- Email Addresses
- Bank Account Details

### 2. Why we need it

We need your personal data in order to provide you with the following services:

- For contactable purposes
- For Accounts Receivable
- To set up Direct Debit Mandates
- To conduct our Waste Management Service
- Communications

### 3. What we do with it

Your personal data is processed in the main customer service office located in KWD, Killarney, Co Kerry. Hosting and storage of your data takes place within our main software system. We may share your personal data for the purposes of managing your account or processing your order details with South West Bins, Listowel who operate a waste service as a trade name of Killarney Waste.

### 4. How long we keep it

We will hold your personal data for the duration of your account with us. Any personal data held by us for marketing and service update notifications will be kept by us until such time that you notify us that you no longer wish to receive this information.

### 5. What are your rights?



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Should you believe that any personal data we hold on you is incorrect or incomplete, you have the ability to request to see this information, rectify it or have it deleted. Please contact us through Data Subject Access Request Form which can be requested from our office.

Should you have any concerns in relation to how we have handled your personal data, please contact Customer Services at [info@kwd.ie](mailto:info@kwd.ie) or in writing at KWD, Killarney, Co Kerry. Our Data Protection Officer will then look into your enquiry and work with you to resolve the matter.

If you still feel that your personal data has not been handled appropriately according to the law, you can contact Data Protection Office and file a complaint with them.