

**TRADE WASTE COLLECTION SERVICE**

**TERMS AND CONDITIONS**

1. All containers must be presented for collection on the allocated day between 7 am – 4:45pm, Monday to Friday. However the Council reserves the right to amend collection days for operational reasons, bank holidays or due to unforeseen circumstances beyond the control of the Council.
2. Containers must be presented in a serviceable condition, i.e. all wheels and lids must be intact and undamaged.
3. It is the responsibility of the customer to advise of any missed collections by contacting Customer Services advice team on 02890 340056/57 within 24 hours or where applicable the next working day.
4. It is the responsibility of the customer to advise Antrim and Newtownabbey Borough Council of any changes to the existing service provision in writing.
5. All containers must be presented with lids closed and must not be overfilled. Any excess waste will not be collected and this must be removed by the customer.
6. Requests for additional container(s) or excess waste to be collected on an ad hoc basis may be facilitated. Such collections will only be made when payment for the ad hoc collection has been received in full, in advance of the required collection.
7. The Council cannot be held responsible for any damage as a result of normal wear and tear or in the event of loss or damage. The customer will be solely responsible for the container when it is placed for collection on the public highway.
8. The customer shall be responsible for ensuring unobstructed access to the container(s) for the purpose of waste collection but without causing any obstruction or interfering with the rights of any other person.
9. Waste in bins must not be subject to any form of mechanical compaction.
10. Overweight containers, i.e. containers which cannot be safely handled by the crew or exceed the capacity of the lifting device will not be serviced. The customer will be required to adjust the load to allow normal servicing of the container.
11. Due to recent changes in the legislation regarding Food Waste, and our disposal method, Antrim and Newtownabbey Borough Council will no longer be able to collect organic waste, including garden, food or animal wastes, in the trade waste containers. Council provide a dedicated Brown Bin collection service for organic waste. Trade waste containers found to have organic waste, will not be collected as per the regular collection cycle and an additional collection and disposal charge could be levied.
12. No special or hazardous waste shall be placed in the container(s) or presented for collection. In the event that such waste has been placed in any container the Council may refuse at its discretion to collect same, notwithstanding that the receptacle may also contain commercial waste.
13. The customer has a responsibility to remove the container(s) from the public highway as soon as possible after they have been collected to prevent obstructions.
14. Invoices will be issued yearly in advance of the period of service. Direct Debit payments are also available on a monthly cycle.
15. Invoices must be paid within 30 days of invoice date. Failure to do so may result in suspension of the service and debt recovery procedures will then follow. A £100 administration charge will apply to re-instate the service.
16. Customers who wish to opt out of the service must submit this in writing stating date of termination. Refunds will only be applied from dates obtained in writing.
17. Customers who have not returned their **Waste Transfer Note/Duty of Care** are advised that under the **Controlled Waste (Duty of Care) Regulations (Northern Ireland) 2002**, **Antrim and Newtownabbey Borough Council** is unable to collect and dispose of their waste if we are not in possession of a current and valid declaration.
18. The Council reserves the right to make such operational changes as it deems necessary during the agreement period, to ensure the continued provision of an efficient, cost effective service.

Information provided as part of this application may be disclosed in response to a request under the FOI Act 2000 or the Environmental Information Regulations 2004.’

The Council to which you are submitting this application form, collects data for the purposes of management and application of the Controlled Waste (Duty of Care) Regulations (Northern Ireland) 2002, Antrim and Newtownabbey Borough Council.   The data will be processed in accordance with the Data Protection Act 1998 as amended, replaced or extended from time to time and any other applicable legislation.  This data may also be passed on to other related Government Agencies and to other Council Departments e.g. Planning; Environmental Health.  The data you have provided may be processed, where necessary, for research purposes as is the Council’s legitimate interest. You have the right to object to the processing of your personal data for this purpose.

Privacy Notice – Trade Waste Collection Service

We are collecting information from you for the purposes of *processing financial transactions. This is in accordance with Section 6(1)(b) of the GDPR, processing is necessary for the performance of a contract with you.* Information collected may be shared with other government agencies, and debt collection and tracing agencies if required by the Council to recover any outstanding debt in accordance with our policies*.* Information will not be transferred to countries outside the EEA ***.***All information collected and processed may be subject to audit. The Council may also process the information for research purposes carried out in the public interest. All information will be held in accordance with the Council’s retention and disposal schedule (see <http://www.antrimandnewtownabbey.gov.uk/Council>) and will be disposed of securely when no longer required. You have a number of rights with regard to data we hold on you – for further information see the Information Commissioner’s website <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

If at any point you believe the information we process on you is incorrect you can request to see this information and even have it corrected or deleted. If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer who will investigate the matter:

Data Protection Officer

Antrim Civic Centre, 50 Stiles Way, Antrim, BT41 2UB

T: 028 94 463113

E: DPO@antrimandnewtownabbey.gov.uk

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).



**TRADE WASTE COLLECTION SERVICE**

**TERMS AND CONDITIONS**

|  |  |
| --- | --- |
| **COMPANY NAME**  |  |
| **COLLECTION ADDRESS** |  |
| **NATURE OF BUSINESS** |  |

|  |
| --- |
| **GENERAL WASTE COLLECTION DETAILS** |
| **CONTAINER SIZE** | **QUANTITY** | **FREQUENCY OF COLLECTIONS** |
| 240L |  |  |
| \*EXISTING 360L |  |  |
| \*EXISTING 660L |  |  |
| 1100L |  |  |

***\*This is only to be completed by businesses currently receiving a waste collection service with Antrim and Newtownabbey Borough Council and who are already in possession of a 360l bin***

***and/or 660l container and wish to keep it, but adjust other parts of their service.***

**I agree to the above terms and conditions and confirm I have/will have the above bins at my premises.**

(Please contact the Waste Management Department on 02890 340056/57 for any queries)

|  |  |  |
| --- | --- | --- |
| PRINT NAME |  | INVOICE ADDRESS (**IF DIFFERENT FROM COLLECTION ADDRESS)** |
| TELEPHONE |  |
| EMAIL |  |

|  |  |  |  |
| --- | --- | --- | --- |
| SIGNED |  | DATE |  |