

Privacy Notice

1. We are the data controller - how do you contact us?

AffaldVarme Aarhus collects and processes data about you in relation to our obligation to conduct waste management and deliver district heating.

2. Contact information

AffaldVarme Aarhus is the data controller and we ensure that your personal data is processed in accordance with the governing laws. You may contact us if you have a need to know how we process your personal data.

To contact us about stored contact information, please direct inquiries to:

AffaldVarme Aarhus, Blixens Boulevard 7, 8220 Brabrand

CVR: 55133018

Phone no. 89 40 15 00

Email: affaldvarme@aarhus.dk

3. The purposes of and legal basis for the processing of your personal data

As it relates to our work in waste management, we collect and store your data in relation to the fulfilment of our obligation in relation to waste management in the City of Aarhus, see the General Data Protection Regulation, article 6, subsection 1 (e).

As it relates to our work related to district hearing, we collect and store your data in relation to the fulfilment of our agreement to deliver district hearing, see General Data Protection Regulation, article 6, subsection 1 (b) and other legal business related purposes. In addition to that, we collect meter data in relation to article 6, subsection 1(b), (e) and (f) in order to optimise our operation and service and to ensure that we can provide as effective and inexpensive district heating as possible.

4. Categories of personal data

By default, we gather ordinary personal data such as:

- Name, personal identification number, address, telephone number, email address.
- Information about the waste disposal bins (number of bins, size, id-number)
- Information needed for emptying (day of emptying, bin must be pulled out, emptying history, other special circumstances)
- Information from the date of emptying (weight of bin, pictures of bin/contents, report from the driver).
- Reader number, reader data and pictures of the installation related to delivery of district heating

We use your telephone number and your email address so that we may contact you. Not all types of information is processed for all customers.

We only process those personal data necessary to fulfil our obligations in relation to managing waste and delivering district heating in the City of Aarhus.

5. Data processors trusted with your personal data

We transfer your data to relevant partners that are necessary in order for us to fulfil our obligation to handle the waste management and deliver district heating in the City of Aarhus. As an example, this could be partners to collect fees for waste disposal and delivery of district heating or the drivers handling the collection of waste or meter readings etc.

We may also provide your data to advisors, other government agencies, and other parties in a matter. If you are in arrears in paying for waste disposal or heating, we may forward your data to the Danish tax authorities and the county court.

When required, we enter into data collection agreements with our cooperation partners. This means that these partners also abide by the laws concerning personal data. We will not obtain your consent to transferring your data to a data processor. We will also not obtain your consent if we are legally obligated to transfer your personal data as part of reporting to a government agency.

We have entered into data processing agreements with those partners who collect the fee for waste disposal, the drivers in charge of collecting waste, and the companies that process our meter data and inform you about outages in relation to delivery of district heating in the City of Aarhus.

We do not transfer your data for commercial marketing of products from a third party etc.

6. Transfer to recipients in other countries, including international organisations

We do not transfer data to other countries or international organisations.

7. From where do we obtain your personal data?

We collect your personal data from the BBR-Registry, from you, from our drivers, from meter companies and from other government agencies, etc.

8. Storage of your personal data

We store your personal data as long as necessary in order to fulfil our obligation in relation to waste management and delivery of district heating in the City of Aarhus and for as long as the contractual relationship between AffaldVarme Aarhus and you is in existence. If you cease to be a customer of AffaldVarme Aarhus, we will delete your data in accordance with the applicable regulations.

9. Automatic decisions including profiling

We do not use automatic decisions or profiling.

10. SMS-service

AffaldVarme Aarhus uses an SMS-service when communicating with customers. This will include services that notify about emptying of waste bins, interruptions in district service, and other services supplied.

The City of Aarhus maintains the right to use existing SMS-services as part of crisis communication in order to quickly and effectively connect with the affected citizens to provide vital information.

11. The right to withdraw consent

As a default, AffaldVarme Aarhus does not use consent in connection with the delivery of district heating from AffaldVarme Aarhus. Should you have provided us with consent for any purpose, you have the right to withdraw such a consent at any time. You can do so by contacting us via the contact information provided in section 2 herein.

12. Your rights

Under the General Data Protection Regulation, you have a number of rights in relation to our processing of data about you. If you want to exercise your rights, you must contact us.

Right to see information (right of access)

You have a right to gain access to the data that we process about you and some further information.

Right to rectification (correction)

You have a right to have incorrect data about you rectified.

Right to erasure

In special cases, you have the right to have data about you erased before the time of our ordinary general erasure.

Right to restriction of processing

In certain cases, you have a right to restrict the processing of your personal data. If you have a right to have the processing restricted, going forward, we may only process the data - except for storage - with your consent or for the purpose of determining, relying on, or defending a legal claim or to protect a person or vital public interests.

Right to objections

In certain cases, you have a right to object to our otherwise lawful processing of your personal data. You can also object to the processing of your information for direct marketing.

Right to transmit data (data portability)

In certain cases, you have the right to receive your personal data in a structured, commonly used and machine-readable format as well as having this personal data transferred from one data processor to another without hindrance.

You can read more about your rights in the Danish Data Protection Agency's guidelines on the rights of data subjects which you can find at www.datatilsynet.dk.

13. Data Protection Officer or DPO

If you have any questions regarding our processing of your personal data, you are welcome to contact our data protection officer if you suspect that the City has leaked personal data or in any other way violated the confidentiality in relation to handling your or other persons' data.

The data protection officer for the City of Aarhus can be reached at:
databeskyttelsesraadgiver@aarhus.dk

14. Complaint to the Danish Data Protection Agency

If you are dissatisfied with our processing of your personal data, you should always contact us first as we are the data responsible company.

You have a right to file a complaint with the Danish Data Protection Agency, if you are dissatisfied with the way we process your personal information.

You can file a complaint with the Danish Data Protection Agency by writing to dt@datatilsynet.dk or to Datatilsynet, Borgergade 28, 5., 1300 København K.

Furthermore, you can find more information on the website of the Danish Data Protection Agency: www.datatilsynet.dk.