



CONTRACT SCHEDULE FOR THE COLLECTION AND TRANSFER OF CONTROLLED WASTE

This contract is made between Waste Managed Limited, Company No. 13631532, of No. 41-51 Grey Street, Newcastle upon Tyne, NE1 6EE and the party named below as the Customer on the contract start date for the removal, transfer and disposal of the waste by Waste Managed Limited in accordance with the terms and conditions outlined in the contract overleaf.

Legal Status	Sole Trader Name / Registered Company Name
SOLE TRADER	Ikhlass Masjid

Registered Company Address/Home Address if Sole Trader	Site Service Address (if different)
	Halliwell Lane Cheetham Hill
	Manchester
	Greater Manchester
M89dr	M8 9FR

Contact	
Full Name: Arefullah Darwaish	Email: [REDACTED]

Telephone	Initial Term (Months)		Renewal Period (Months)
[REDACTED]	24		24

Seasonal Business Details	
Maximum Annual Suspension Period (Months)	Contribution Percentage
0	100%

SCHEDULE OF SERVICES AND CHARGES

Set Up Services

Brief Description:	Procurement of a supplier for your specific needs, organising the delivery and placement of your bins or bag services, and ringfenced service management by our customer onboarding team who will monitor and manage your collections for the first 90 days.
Supplier Set Up Charge:	£30.00 (excluding VAT)

Schedule of Waste Collection Services				
Waste Stream	Container Size (Litres)	No. of Containers	Collection Frequency	Weight Limit (KG)
Mixed Municipal	1100	1	Fortnightly	70.00
Food Bin	240	1	Fortnightly	100.00
Glass	240	1	Fortnightly	100.00
Mixed Packaging	240	1	Fortnightly	10.00
Monthly Charge for Waste Collection Services (excluding VAT)				£127.00

Service Changes	
Brief Description:	This includes any; removal or addition of bins or bag services, increase or decrease in collection frequency, and / or alterations to the waste collection point or access times.
Charge per Service Change:	£15.00 (excluding VAT)

My Everything Portal Service	
Brief Description:	Access to your online My Everything Portal my.everythingmanaged.co.uk/login – designed by us for your convenience, providing 24/7 access. Plus, additional benefits and services may also be made available via our partnership schemes, including trade discounts and other special terms for commonly used business services.
Monthly Charge:	£0.99p (excluding VAT)

Bin Delivery Timescales	Annual Duty of Care Waste Transfer Note
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Bin Delivery Timescales	Annual Duty of Care Waste Transfer Note
Please allow up to 7-10 days	Annual Charge: £96.00

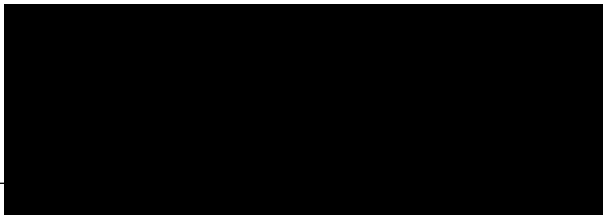
Access Restrictions / Special Requests			
No Restrictions			
Additional Contract Details			
car park at side. Accessible 24/7			
Seasonal Business Details			
Contribution percentage while suspended	100%	Maximum number of months per calendar year	0

DECLARATION

I / We the producer and holder of controlled waste, request Waste Managed Limited to remove, transfer and dispose of the waste in accordance with the terms and conditions outlined in the contract.

I / We agree to pay Waste Managed Limited's charges in accordance with the agreed terms and conditions. If I am signing on behalf of a firm or company I am an authorised representative of that organisation and am entitled to legally bind that organisation.

I / We agree to abide by all the terms and conditions of the contract, which I have read and understood.

SIGNED ON BEHALF OF WASTE MANAGED LIMITED	SIGNED ON BEHALF OF THE CUSTOMER
	

CONTRACT START DATE: 28/02/2025

WASTE MANAGED CONTRACT

These terms tell you who we are, how we will provide services to you, how you and we may change or end the contract, what to do if there is a problem and other important information.

1. Who we are

We are **Waste Managed Limited** (company no: 13631532) whose registered address is 2nd Floor, 41-51 Grey Street, Newcastle upon Tyne, England, NE1 6EE.

2. When your contract starts and renews

- (a) The contract will begin on the start date shown in your contract schedule.
- (b) Unless you or we end the contract early, it will continue for the agreed initial term shown in your contract schedule. At the end of the initial term, the contract will automatically renew for the renewal period shown in your contract schedule.
- (c) If you fail to expressly agree to these terms in writing, your continued instructions to provide the services, will constitute your acceptance of these terms.

3. The waste you create

- (a) Under the Environmental Protection Act 1990, businesses that produce waste (waste producers) must fill in a transfer note every year and whenever there is a change to the service they receive from a waste-management company. It is a legal requirement that it is signed by the waste producer as well. We will send you a transfer note and you must add your electronic signature to it within seven days of receiving it.
- (b) By signing the transfer note, you agree to the following:
 - You will not put any items in the bins (or bags for bag services) that are not listed on the transfer note.
 - You will check that all the details on the transfer note relating to the waste are accurate and up to date.
 - You will comply with the Control of Pollution Act 1974, the Environmental Protection (Duty of Care) Act 1990, and any other relevant laws and regulations.
 - You will put the correct waste in the correct bin. (You may be charged if you fail to do this.)
- (c) Where you fail to add your electronic signature to a waste transfer note within seven days but we remain instructed to carry out waste collection services you give us the express authority to either:
 - sign the waste transfer note on your behalf as your agent; or
 - affix your electronic signature to the waste transfer note on your behalf as your agent, if such signature has been previously provided to us.
- (d) You agree to ratify and confirm the signing of the waste transfer note in accordance with this provision and everything done in the exercise of this authority.
- (e) You accept responsibility for, and will indemnify us against, any losses that arise as a result of any breach of this clause 3.

4. How we make sure you get good service and how you can help

- (a) We have carefully chosen our network of licensed waste carriers (our suppliers), and we regularly review their performance. We may change a supplier at our discretion if we find they are not meeting our high standards and we feel we can improve the services we provide to you.

- (b) We consistently invest in technology and developing our staff.
- (c) We make all reasonable efforts to collect your waste on the scheduled day, but this may not always be possible (for example, if we need to collect it on a different day to meet a business need or because your collection day is a public holiday). When this happens we will try to let you know beforehand and will collect your waste on the next available date.
- (d) Our suppliers may need to conduct a health and safety risk assessment of your site before we are able to provide the services and you must provide them with reasonable access to allow this.
- (e) On each scheduled collection day, you must make sure:
 - your waste is inside the bins (or for bag only services that the bag is tied securely, intact and not overfilled); and
 - the bins (or bags for bag services) can be accessed safely, including by our collection vehicles.
- (f) We may refuse to provide the services if we believe that doing so might or would:
 - be unsafe;
 - cause injury, death or damage to any property; or
 - result in any civil or criminal liability.
- (g) We will not be liable to you for any costs you have to pay or losses you suffer if we refuse to provide the services in accordance with clause 4(f).
- (h) You accept that our records will be proof that we have provided the services.

5. Other things you might ask us to do

We have the right to charge an additional amount for any extra services we provide, for example, where:

- you ask us to carry out any additional collections as well as your usual scheduled collections; or
- our supplier is unable to perform the services due to an event or circumstances beyond their reasonable control and you request an additional collection in advance of the next scheduled collection date.

6. How much you can put in your bins

- (a) We may apply excess weight charges (as set out in clause 12(e) below) if you exceed the weight limits detailed in your contract schedule. In addition, if you do not adhere to our fair usage policy (which you can read on our website at www.wastemanaged.co.uk/fair-use-policy), we may:
 - charge an additional amount, agreed in writing with you, for us to increase the frequency of your collections or provide extra bins;
 - increase the monthly invoice to reflect the costs of managing the excess waste you are producing; or
 - transfer you to an alternative service package and contract that aligns with your usage.

7. When we can't collect your waste

- (a) You must report any missed waste collections, in writing within seven days. We may not be able to investigate any missed collections that you report after this. You can email this to customerservice@wastemanaged.co.uk.
- (b) We may rearrange the missed collection, and we will aim to collect any excess waste on the next scheduled collection day, without charging extra.
- (c) You will not receive a refund or credit note if your waste collection is delayed. We will aim to make sure the waste is removed from your premises on your scheduled collection day or in a separate collection on a later date.

8. When we won't collect your waste

- (a) We may immediately suspend the services (without notice) if you fail to:
 - make a payment that is due; or
 - return any transfer note we have sent you within seven days.
- (b) If we suspend your services because you fail to make a payment that is due, you will have 30 days to make the payment. After this time, we may give you written notice to end your contract immediately. You may have to pay additional charges if this happens (please see clauses 13(b) and 13(e) below for details).
- (c) If you fail to return a transfer note within seven days we may either suspend the services, terminate the services, or sign the transfer note or affix your electronic signature to it in accordance with clause 3(c) and continue providing the services. If we chose to terminate you may have to pay additional charges (please see clauses 13(b) and 13(e) below for details).

9. How we can help seasonal businesses

If you are a seasonal business that is only open at certain times of the year, you can suspend the services for the period we agree with you (as shown in the contract schedule). However, you will still have to pay an agreed percentage of the monthly invoice while your services are suspended.

10. Who collects your waste

- (a) Your waste will be collected by our suppliers, who are fully licensed waste carriers. They will provide the services with reasonable skill and care.
- (b) If you enter into an agreement with another waste-management provider, even if we agree to deal with that provider, your contract with us will not formally transfer to them unless we agree to this in writing.
- (c) If you do appoint another waste-management provider before the contract ends (or is ended), you may have to pay additional charges.

11. Who owns your bins

- (a) We will arrange for our suppliers to deliver the bins to you.
- (b) Our suppliers own the bins. You will not own the bins, or be entitled to keep them, at any time.
- (c) We have agreed special terms with our suppliers. Under those terms they will provide, free of charge, any bins that are needed in order to provide the services. This means there is no need for a hire or rental agreement, and there are no hire charges.
- (d) You must tell us immediately, in writing, if any bin is stolen, lost or damaged. We may ask you to provide evidence, such as a police crime reference number, to prove that your bin has been stolen or lost.
- (e) At all times, you must:

- make sure the bins are safe;
- allow us or our suppliers to inspect the bins; and
- give us access to any premises to remove the bins.

You must not:

- move or attempt to move the bins without first getting our permission in writing;
 - do or allow anyone else to do anything which will or may affect our or our suppliers' rights relating to the bins;
 - use the bins for any illegal purpose; or
 - put the bins on the highway or in a public place.
- (f) You must comply with all other conditions relating to the bins, and which we tell you about.
- (g) We will not be responsible for any damage to property and vehicles, or the decoration and fittings at your premises, caused by delivering or using the bins unless such damage is directly caused by our negligence. We will not be responsible for damage caused by things outside of our control, such as extreme weather (including high winds blowing a bin over), or damage caused by you, your staff or members of the public acting irresponsibly.

12. How to pay for your waste services

- (a) Unless we agree otherwise (in writing), you must pay the Set Up Charge in advance on the contract start date.
- (b) Unless we agree otherwise (in writing), you must pay the Service Change charge when we make the Service Change.
- (c) Unless we agree otherwise (in writing), you must pay the Monthly Charge for Waste Collection Services and the Monthly My Everything Portal Service Fee in advance and payment will fall due on a set day of each month (depending on your contract start date). Each payment will cover your Waste Collection Services and My Everything Portal Service for the month to come. We may, at our discretion, offer you the option of paying the Monthly Charge for Waste Collection Services and Monthly My Everything Portal Service Fee on a quarterly or annual basis in advance, in which case we will confirm the dates on which your payments will fall due.
- (d) We will send you an invoice each month, quarterly or on an annual basis via the My Everything Portal in accordance with our agreed payment terms showing the amount due, at least five days before the date we collect the Direct Debit or we may agree that you can pay for the services via a continuous payment authority, in which case we will take payments in accordance with Appendix 1 of these terms.
- (e) Your bins should not exceed the maximum weight allowance stated on your contract schedule. In the event your bins do exceed the maximum weight allowance, any excess waste may be charged to you at a rate of 20p per kilo and invoiced on a monthly basis. We reserve the right to increase the pence per kilo charge at any time by notice in writing to you if our costs increase.
- (f) We reserve the right (at our discretion) to review and increase the Set Up Charge, Charge per Service Change, Monthly Charge for Waste Collection Services, and/or Monthly My Everything Portal Service Fee at any time on providing written notice to you, to take into account any variation in our costs and such additional charges shall be payable 14 days after the date of our notice.
- (g) You must pay an annual duty of care waste transfer note charge. The amount of this charge will be shown in the contract schedule.

- (h) At the end of the contract, a £75 charge per bin container will be charged and payable by you to cover collection, cleansing and disposal of any residual waste.
- (i) We may review your account and may make a reasonable additional charge to cover the cost of improvements to our service for the year to come. We will decide the amount of any additional charge, but it will be reasonable and proportionate to the improvements made to our service. We will tell you in writing if you have to pay an additional charge and, if so, the amount.
- (j) If your account falls into arrears as a result of unpaid amounts, we may refer the matter to a debt-collection agency or lawyers. If we do this, you must pay any reasonable charges that are connected to this when we ask you to. We may charge an administration charge of £40 per invoice to cover our costs of recovering the debt, and direct debit failure and other late payment fees.
- (k) If you do not make a payment by the due date, we may add a late payment charge of £40 and interest to the amount of the missed payment. Interest will be charged daily at a rate of 8% per year above the base lending rate of Barclays Bank PLC. We may also suspend the services until you have brought your payments up to date.
- (l) If you have a query about an invoice, you must contact us within 30 days of the invoice date, as we may not review the invoice after this.
- (m) The amounts shown on your invoice do not include VAT. If VAT applies, you must pay this at the appropriate rate.

13. Ending the contract

- (a) If you want to end the contract before the end of the initial term or any renewal period that applies, you can do so by giving us notice in writing. You will not have to pay any further charges (other than the charge set out at clause 13(e) below) as long as we receive the notice at least one month, but no more than three months, before the end of the initial term or relevant renewal period, and the notice takes effect at the end of the initial term or relevant renewal period.
- (b) If you do not give us the notice stated above, you will still need to pay us for a proportion of our charges which would otherwise have been payable for the remainder of our contract. The amount of these charges will depend on when you end the contract (as shown in the table below). Note, for customers who have made only a one-time purchase of bag services these charges do not apply.

When you end the contract	Charges you must pay
Within six months of the contract start date	£350 per contract
More than six months after the contract start date but before the end of the initial term	£250 per contract
At any time during the renewal period	£150 per contract

You must pay any charge under this clause 13(b) within 30 days of you ending the contract. We reserve our right to pursue you for our losses for breach of contract, including any losses in excess of any charge under this clause 13(b), if you do not make such payment in full within 30 days as specified.

- (c) We may give you written notice to immediately end the contract or suspend the services if:
 - in our reasonable opinion, our suppliers' health and safety risk assessment of your site shows that we cannot safely provide the services to you;
 - you do not make any payment when it is due and still have not made the payment within two weeks of us reminding you that the payment is due;

- you do not give us or our suppliers access to your premises to provide the services;
- you cannot pay your debts when they are due;
- an administrator or liquidator is appointed in connection with your business;
- an order is made to wind up your business;
- a bankruptcy order is made against you (if you have entered into the contract as an individual);
- your financial position deteriorates to the point where we believe that we will not be able to enforce the terms of the contract; or
- you break any of the terms of the contract.

If we end the contract for any of these reasons, additional charges may apply.

- (d) We have the right to end the contract at any time by giving you 30 days' written notice. If you have paid for the services in advance, you will receive a refund of the cost of the services you have paid for but will not receive.
- (e) At the end of the contract you must do the following:
- A £75 charge per bin will be payable by you, to cover collection, cleansing and disposal of any residual waste.
 - Make sure that the bins we have provided are available for us or our suppliers to collect within two weeks of the contract ending. If you do not do this, we will charge you the cost of replacing the bins, based on the suppliers' rate at the time we are due to collect the bins.
 - Pay all amounts that are due under the contract. You must do this as soon as the contract ends.

14. Who is responsible for safety and liability

- (a) To avoid risks to people or property you should make sure that the bins are on a flat surface and that there is safe access for us to collect your waste. We may refuse to collect any waste that is left in a place that we consider unsafe. For bag services, collection may be refused for sharp objects, excessive filling, or for any other safety concern.
- (b) Clauses 14(d) to (f) below set out our entire liability to you, including but not limited to liability in contract, tort (including negligence), misrepresentation, restitution or otherwise (and including our liability for anything our employees, agents or suppliers do or fail to do). You agree that clauses 14(d) to (f) below are reasonable and are reflected in the amount of your monthly invoice.
- (c) You indemnify us against all losses, claims, costs, damages and expenses that arise as a result of you, your agents, residents or employees being negligent or breaking the terms of the contract, or anything else you or they do (or fail to do).
- (d) We do not limit or exclude our liability (if any) to you for personal injury or death, fraud or any matter which it would be illegal for us to limit or exclude.
- (e) Our total liability to you for all claims in any calendar year will not be more than the total price you have paid for the services during the 12 months immediately before the date of the claim. We will have no liability to you for any:
- loss of profits;
 - loss of sales or business;

- loss of agreements or contracts;
- loss of anticipated savings;
- loss of or damage to goodwill; or
- any special, indirect or consequential loss, that arises out of or in connection the services. This does not limit any liability we have to you under clause 14(d) above.

(f) Unless we tell you otherwise in these conditions, all warranties, conditions or other terms implied by statute or common law are excluded as far as is allowed by law.

15. Insurance

During this contract and for a period of six years afterwards, you must maintain employer's liability and public liability insurance, and any other insurance you must have by law. The insurance must be provided by a reputable insurer and must cover you for £5 million per incident.

16. What details you can share about doing business with us

You must get our permission in writing before taking photographs or making public announcements in connection with the contract.

17. Things we cannot control

We will not have broken the contract or be liable if we fail to meet, or are late meeting, any of our obligations under the contract, if this is caused by something outside our reasonable control. In these circumstances we will be entitled to a further 30 days to meet our obligations. If we still haven't been able to meet our obligations, we may end the contract by giving you 30 days' written notice.

18. How we use your personal data

How we use any personal data you give us is set out in our Privacy Notice:
www.wastemanaged.co.uk/privacy-policy/.

19. The legal stuff

- If you or we (the parties to this agreement) fail to enforce or delay in enforcing any right or term under this contract, it will not mean that these, or any rights or terms under this contract are waived in the future.
- The contract makes up the entire agreement between you and us, and replaces all previous agreements (whether written or otherwise) relating to the services. As far as is allowed by law, each party agrees that they will have no rights as a result of any statement, representation, assurance or promise (whether made innocently or without due care) that is not set out in the contract. Each party also agrees that they will have no claim for innocent or negligent misrepresentation based on any statement in the contract.
- Waste industry practices and the way we work may change in the future meaning we may need to change these terms. In such instances, we will give you at least 30 days' written notice of any proposed changes to allow you the opportunity to object, after which the revised terms will be legally binding if you have not raised any objections during that notice period. If you do object to our proposed changes during the 30-day notice period, the revised terms will not be legally binding until you agree to them. Any changes you want to make to the contract will only be legally binding on us if you provide us with your proposed changes in writing and we sign a revised contract to agree to those changes. These terms will remain in force until the revised terms are agreed or our contract is brought to an end. For the avoidance of doubt, this clause does not hinder or otherwise affect our ability to make pricing changes in accordance with clause 12 or otherwise in accordance with this contract.
- This contract is between you and us. No other person has any rights to enforce any of its terms.

- (e) Each clause of this contract applies separately. If any court or relevant authority decides that any clause is illegal or cannot be enforced by law, this will not affect the remaining clauses, which will still be effective.
- (f) We may transfer our rights and obligations under the contract to another organisation (including a member of our group or an affiliate), or replace the contract with a new one. We will always tell you in writing if this happens and we will make sure that your rights are not affected. You cannot transfer your rights and obligations under the contract to another organisation or person, or replace the contract with a new one, without first getting our permission in writing.
- (g) For the purpose of this contract, '**written**' and '**in writing**' include by email but not by fax.
- (h) This contract and any dispute related or connected to it will be governed by English law. We both agree that any claim or dispute related or connected to this contract will be under the exclusive jurisdiction of the English courts.
- (i) We may pay commissions to you or a third party when we commence services for a client referred to us via a unique referral link, or via another referral method if that's been mutually agreed in writing between us.

BELOW FOR CUSTOMERS PAYING BY CONTINUOUS PAYMENT AUTHORITY ONLY

(RECURRING CREDIT CARD PAYMENTS)

APPENDIX 1

1. Continuous Payment Authority (CPA)

We offer some of our customers the opportunity to set up a Continuous Payment Authority (CPA), whereby customers can safely and securely provide their credit card details and we will take payment following the parameters laid out by the customer.

We offer two agreements when setting up a CPA:

(a) Limited Recurring Payments Agreement

- We can take variable payments at any time, within limits that the customer, places on:
 - The total amount payable; and
 - The payments interval.
- We will ask the customer to allow an amount, up to the contractually specified limit, to be debited from the customer's card either at any time or a fixed interval.
- The amount and interval may both be subject to limitations depending upon the limited agreement option chosen.
- This allows payment to take place at any time or at a fixed interval. Payments can run indefinitely or over a fixed period.
- We will specify the amount to be collected from the customer's card based on the customer's account balance.
- Once the amount has been specified, payment will take place immediately unless it is not currently permitted because of the limitations set out in the limited agreement.
- We can change the amount once the limited agreement has been created, but only within the limit originally agreed with the customer.
- A limited agreement can be cancelled by the customer at any time.

(b) Regular Recurring Payments Agreement

- The customers payments will occur at regular fixed intervals and the customer can fix or vary the amount paid.
- We will ask the customer to allow the same amount to be debited from the customer's card automatically at a regular fixed interval.
- This allows payments to take place at a regular fixed interval.
- Payments can run indefinitely or over a fixed period.
- A regular agreement can initiate the payment whenever it is required.
- The amount only has to be specified once by the customer when the regular agreement is created.
- If the amount is not specified when the regular agreement is created, the amount must be set at least two weeks before the first payment is due.

- The customer can change the amount once the regular agreement has been created.
- Note that the change must be made at least 8 days before the next payment is due.
- A regular agreement can be cancelled by the customer at any time.

When will payments be taken?

We will invoice the customer each month confirming the payment due, providing a minimum of 7 days' notice ahead of payment being collected. In instances whereby the customer is paying quarterly or on an annual basis, we will notify the customer in writing confirming the payment due, and also providing a minimum of 7 days' notice ahead of payment being collected.

Is payment taken in advance or arrears?

We invoice in advance of providing Set Up Services, the Waste Collection Services and the My Everything Portal Service.

We will invoice for a Service Change when the change has been made.

What happens when a payment is taken?

We will immediately deduct the amount from the customer's specified account balance. The customer's monthly statement which is available from us will detail any payments made during the course of the month or for any extended period the customer may wish to request. At the request of the customer, an email, text message confirmation or via your My Everything Portal notification at the point the payment is taken can be sent. This will be generated by our Payment Service Provider.

What happens when regular payments are setup?

Regular payments will be made via the customer's chosen credit or debit card. It should be noted that this is not a Direct Debit, therefore, payments are not covered by the Direct Debit Guarantee. We will use a Continuous Payment Authority (CPA) that allows us to attempt to take payments after a previous failed payment attempt. The advantage of CPA to the customer is that they will not incur any charges directly from their bank for a failed payment that could be incurred with a direct debit failure. However, the customer may be charged by their bank for overdraft fees or other fees related to the customer's balance.

The initial payment will be deducted from the customer's specified account; we will then deduct the outstanding payments on the payment due dates indicated in the confirmation email. Where the due date is not a business day, we will withdraw from the customer's funds on the next business day. The payments will cease on the last due date listed in the regular payments schedule. At the request of the customer, a confirmation when the payment schedule has been paid in full can be issued via email, text message or via your My Everything Portal notification.

To make changes to regular payments.

For any changes to be made to regular payments, please contact 03333 44 54 77 as soon as possible. We can then make the necessary amendments.

To cancel regular payments

You must notify us at least 10 business days before the next scheduled transaction. To cancel your regular payments please telephone 03333 44 54 77.

What happens when my account is cancelled?

Should the customer cancel their agreement with us in accordance with our terms and conditions, we will cancel the regular payment agreement.

To update account information

Please call us on 03333 44 54 77 at least 10 business days before the next scheduled transaction for the update to take effect.

If a transaction is refused by the customer's financial institution

If the customer's regular payment is declined for any reason, including insufficient funds, closed account, or unauthorised account, we will contact the customer on the email address or mobile number provided when setting up the agreement and making the first payment. This email or text message (SMS) will notify the customer that payment has failed and services are suspended. It shall inform the customer that we will attempt to transact payment on the next working day and subsequently after a further 3 working days. If the transaction is still refused after the 3rd attempt, the regular payments will be cancelled. The customer will receive an email, text message, or via your My Everything Portal notification from us advising that the payment schedule has been cancelled.

To make a complaint

To raise any issues of concern you may write to Waste Managed Limited, 2nd Floor, 41-51 Grey Street, Newcastle upon Tyne, England NE1 6EE quoting your Agreement Number and the details of any complaint to email address; complaints@wastemanaged.co.uk, whereby we will aim to respond to you within 2 business days.

Confidentiality

We may share information collected about the customer with external service providers. Our agreements with these service providers require that they protect the customer's information and only use it to carry out the services they are performing for the customer.

Unauthorised Use

If the customer suspects their account has been accessed without permission, please contact us immediately on 03333 44 54 77. It is also advised that the customer contacts its financial institution.