

Dear

### **ATISN 27074 – Domiciliary Clinical Waste Services**

Thank you for your request to the Welsh Government for information under the Freedom of Information Act (2000) received on 09 January 2026 relating to the Domiciliary Clinical Waste Services.

We apologise for you having to chase but unfortunately, we did not receive your original request due to an incorrect email address used. This has only come to light following your contact with our Customer Help service.

You requested the following:

- 1. What All Wales wide service is in place for the collection of domiciliary (i.e. in the patient's home) clinical waste, and the supply of replacement containers?*
- 2. What are the contact details (Including e-mail address) for the Head of this service?*
- 3. What publications are available in the public domain (on Welsh government website, NHS Wales website, Local Health Board websites) regarding this service? Please provide hyperlinks to this information.*
- 4. What is the Welsh Government's policy on the collection of clinical waste that contains batteries/precious metals for recycling? This question applies to both hospital and domiciliary environments.*
- 5. How many separate domiciliary collections were made in each Local Health Board areas per month over the past year, and is that data available broken down into the types of clinical waste collected?*
- 6. How much of that clinical waste was incinerated, put to landfill, or able to be recycled after appropriate treatment?*

### **Response**

Welsh Government does not hold the information you are requesting.

The domiciliary collection service is not a central co-ordinated service, and collections are arranged at a local level. For further information, you will need to contact individual health boards for the information you are seeking. Contact points for each health board can be located on [Contact Us - NHS Wales](#)

In response to Q3 and Q4, you may find the following document Welsh Health Technical Memorandum 07-01 [Safe and Sustainable Management of Healthcare Waste 2025](#) helpful. This largely addresses hospital waste but pages 73 – 75 cover the collection and disposal of clinical waste generated through the community healthcare stream.

### **Next Steps**

The request you sent me contains personal information about you - for example, your name and address. The Welsh Government will be the data processor for this information and, in accordance with the General Data Protection Regulation, it will be processed in order to fulfil our public task and meet our legal obligations under the Act to provide you with a response.

We will only use this personal information to deal with your request and any matters which arise as a result of it. We will keep your personal information and all other information relating to your request for three years from the date on which your request is finally closed. Your personal information will then be disposed of securely.

Under data protection legislation, you have the right:

- to be informed of the personal data we hold about you and to access it
- to require us to rectify inaccuracies in that data
- to (in certain circumstances) object to or restrict processing
- for (in certain circumstances) your data to be 'erased'
- to (in certain circumstances) data portability
- to lodge a complaint with the Information Commissioner's Office (ICO) who is our independent regulator for data protection

For further information about the information which the Welsh Government holds and its use, or if you wish to exercise your rights under the GDPR, please see contact details below:

Data Protection Officer  
Welsh Government  
Cathays Park  
CARDIFF  
CF10 3NQ  
Email: [DataProtectionOfficer@gov.wales](mailto:DataProtectionOfficer@gov.wales)

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,  
Welsh Government,  
Cathays Park,  
Cardiff,  
CF10 3NQ

or Email: [Freedom.ofinformation@gov.wales](mailto:Freedom.ofinformation@gov.wales)

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office,  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire,  
SK9 5AF.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process

Yours sincerely,