



MyBins App

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1.0 SERVICE SUMMARY

MyBins is a cloud-hosted Software as a Service (SaaS) platform, comprising of a MyBins smart phone app and a MyBins Management Panel that enables local authorities to provide residents with clear, timely and personalised waste and recycling information through a mobile application and management interface.

The service supports councils to reduce missed collections, improve recycling quality, and lower avoidable customer service contact by acting as a direct digital communication channel between councils and residents.

The core service includes the MyBins mobile applications, MyBins management panel, hosting, maintenance, support and ongoing updates. Optional, non-essential services are available separately to support councils during launch, service change or improvement activity.

2.0 SERVICE OVERVIEW

MyBins is delivered as a fully managed SaaS solution. Residents access the service via the MyBins mobile app on iOS and Android devices, while council users manage content and configuration through a secure web-based MyBins management panel.

The service enables councils to publish address-specific collection calendars, send reminders and alerts, and provide recycling guidance tailored to local policies and services.

3.0 SERVICE USERS

3.1 Organisations Users (local authority staff)

- Waste and Recycling Teams
- Customer Services Teams
- Communication Teams
- Digital and IT Teams

3.2 End Users

- Residents withing participating local authority areas
- Carers or family members managing collections for more than one address

4.0 SERVICE SCOPE AND CAPABILITIES

The core MyBins service provides the following capabilities:

- Personalised waste and recycling collection calendars
- Push notification reminders for upcoming collections
- 'Which Bin?' recycling search and guidance
- Recycling tips and contamination reduction messaging
- Council news, alerts and urgent service updates

- Support for multiple addresses per user
- Reporting and usage analytics for council administrators

Councils control their own content, messaging and configuration via the MyBins management panel. MyBins is responsible for platform hosting, maintenance, updates and technical support.

The service does not replace operational waste systems or customer relationship management platforms but complements them by improving resident communication and engagement.

5.0 OPTIONAL, NON-ESSENTIAL SERVICES

Optional services may be purchased separately to provide additional, time-limited support. These services are not required for delivery of the core service and are capped at a maximum duration of three months.

- Support with routing and user journey design
- Support with service launch, including paid social media activity
- Support with communications during significant service change

6.0 ONBOARDING AND IMPLEMENTATION

Onboarding is delivered through a structured implementation process designed to minimise effort for councils.

This includes:

- Assignment of a dedicated account manager
- Agree implementation plan from data gathering, test version and soft and hard launch
- Collection and validation of waste routing and collection data
- Setup of calendars, bin types and recycling guidance
- Configuration of branding and council-specific content
- Data import via CSV or API integration
- Training for council users on the management panel

Typical onboarding timescales depend on data readiness and local complexity.

7.0 SUPPORT AND SERVICE MANAGEMENT

MyBins provides ongoing support throughout the contract term.

Support includes:

- Email and ticket-based support during UK business hours
- Phone support for council users
- Dedicated account management

- Regular platform updates and enhancements

Planned changes and releases are communicated to councils in advance where possible.

8.0 SECURITY, DATA MANAGEMENT AND COMPLIANCE

MyBins is designed to meet UK public sector expectations for security and data protection.

Key principles include:

- Data ownership retained by the local authority
- Secure cloud hosting
- Encryption of data in transit
- Role-based access for management users
- Minimal personal data collection

Councils may request data exports at any time in commonly used formats.

9.0 EXIT AND OFFBOARDING

Councils may exit the service in line with contractual terms.

On exit, MyBins will:

- Support full data export
- Disable services for the authority
- Complete data deletion or retention as agreed

The service is designed to avoid supplier lock-in and support a straightforward transition.

10.0 SERVICE AND PROMOTIONAL INFORMATION

Information regarding MyBins product for public and council users is regularly updated on our website. This includes “How to” videos for quick and simple information for users. <https://my-bins.co.uk/>