



Privacy Notice. Bristol City Council

Privacy Notice

Bristol City Council is the data controller for the purposes of the Data Protection Act 2018 and other regulations including the UK General Data Protection Regulation (UK GDPR), which means it determines what your personal data is used for and why it is collected.

The purpose of this privacy notice is to tell you about how we collect and use personal data in connection with our service. We may update this privacy notice from time to time. When we do this, we will communicate any changes to you and publish the revised privacy notice on our website.

Our main address is City Hall, College Green, Bristol, BS1 5TR and our contact details can be found on [Bristol City Website](#)

What data we need to collect and use?

To provide this service, we will collect and use some or all of the personal information below:

- Postcode
- Sex
- Age
- Race or ethnic origin
- Disability
- Gender identity
- Sexual orientation
- Religious or other beliefs of a similar nature
- Weight and height
- General measures of physical health and mental well-being
- Long-term limiting illness or disability
- Pregnancy and maternity
- Parental status
- Carer status
- Housing tenure and household size
- Employment status
- Educational or technical qualification level
- Food insecurity, fuel insecurity and financial difficulties
- Measures of social isolation
- Lifestyle information, including health behaviours.

How do we use your personal information?

We use this information for one or more of the following reasons:



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- To produce population estimates / statistics for the city, electoral wards, and Integrated Care System Locality Partnership areas
- To identify, or keep under review, the existence or absence of equality of opportunity / of treatment between specified groups of people to enable equality to be promoted or maintained.
- Results are used to identify issues and to inform decisions about priorities and service provision.
- QoL indicators are key success measures for the BCC [Business Plan 2022–2023](#) that sits behind the [Corporate Strategy 2022–2027](#)

Who else might we share your personal information with?

Sometimes we may need to share your information, but we will only do so where we have a valid legal basis to share data. We will only share the minimum information for each circumstance. We may share some of your personal information with one or more of the following:

- **Academic researchers**

We may also use data processors to support our activities, for example by providing systems we need or delivering services on our behalf. These processors are:

- [SmartSurvey](#), who provide the online survey software.
- [Fletcher Data Services Ltd](#), who provide data entry for completed paper survey forms.

Will my personal data be sent outside the UK?

No personal information is routinely sent or held outside the UK. Should the transfer of personal information outside the UK become necessary, it will only take place if permitted by law, and then only where there are appropriate safeguards in place to protect the data.

What is the legal basis for our use of your personal information?

The information below shows the legal bases we are relying on to use your personal or special category (sensitive) personal information.

You can see a list of the full legal bases we may rely on by looking at our [main privacy notice](#).

Personal information

Our legal bases for using your personal information are to exercise our tasks in the public interest.

1. We are exercising official authority (e.g., BCC's tasks, functions, duties, or powers) which is laid down by law.



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2. The processing of the personal data is a targeted and proportionate way of achieving our purpose.
3. There is no other reasonable and less intrusive means to achieve our purpose.
4. The processing of the personal data is necessary for
 - a. statutory functions
 - b. governmental functions
 - c. activities that support or promote democratic engagement.
5. We can identify the relevant task, function or power and identify its basis in common law or statute.

Special category (sensitive) personal information

Our additional legal bases for using your special category information are substantial public interest; public health; and archiving, research, and statistics.

How long we will keep your personal information?

We will hold this information for as long as it is needed, or if we are required to do so by law. In practice this means that your personal information may be retained for the relevant period listed below:

- 12 months

After this, your personal information will be archived.

Your rights as a data subject

The law gives you a number of rights to control what and how personal information is used by us, including the right to access a copy of your personal information and withdraw your consent when we rely on your permission to use your personal data.

Full details about your rights can be found in our [main privacy notice](#). If you are unable to access our digital Privacy Notice, please [contact Citizens Services](#) whom will be able to send a hard copy.

To update or correct your information if it is inaccurate, please [contact Citizens Services](#).

To access a copy of your personal information, more details and how to make a request can be found on the [data protection subject access requests page on the council website](#).

You can exercise any of these rights, ask questions about how we use your personal data or complain by contacting us at data.protection@bristol.gov.uk or by writing to our data protection officer at:

Data Protection Officer
Information Governance
Bristol City Council
City Hall
College Green



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Bristol
BS1 5TR

If you think we have dealt with your information inappropriately or unlawfully, you have the right to complain to the ICO at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Website: <https://ico.org.uk/>

Surveys

From time to time we will conduct surveys to establish information to assist us in gaining your direct thoughts and opinions on our public services.

Each Survey will invite you to participate; this will be classed as asking for your consent to participate; your information gathered at the time of the survey will be only used for that purpose of the survey and will not assume consent for any other purpose. Where Consultant companies (3rd parties) are used by Bristol City Council for a specific survey, these will be specified in the Survey's purpose statement.

Details of the purpose and scope of the Survey will be made clear for each Survey we may ask you to participate in, this will provide you with the details for you to clearly decide if you want to consent to participate in the Survey.

Personal data collected during the survey will be deleted upon the completion of the survey analysis and will not be stored or used for any other purpose. Each Survey will request your consent each time you participate.

Participation in our surveys will not impact or influence any future mailing preferences in the future and unless otherwise stated your participation will be anonymous.

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