



Bristol City Council Privacy Statement:

Bristol City Council is under a duty to protect the public funds it administers, and to this end may use the information you have provided on financial forms for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes.

Bristol City Council is the data controller for the purposes of the Data Protection Act 1998 and other regulations including the General Data Protection Regulation (Regulation (EU) 2016/679), which means it determines what your data is used for and why it is collected. The purpose of this Privacy Notice is to tell you about what finance information we collect about you when you use our service, how we use that information and who we may share it with. The contact details of the data controller are:-

Service Director Care and Support – Adults

Adults, Children and Education (ACE) Directorate PO Box 3176, Bristol City Council, Bristol, BS3 9FS

What information we collect about you - for the purposes of calculating your charge (contribution)

During your financial assessment, we will collection information such as your name, date of birth, title, marital status, your address and contact details including email and phone numbers, your personal financial details, your National Insurance Number

For the purposes of supporting you as DWP appointee and/or property and affairs deputyship officer (Court of Protection) we collect

Your personal financial details also details of any financial safeguarding actions related to supporting you with your finances – as well as your name, address, date of birth, title and marital status

Our legal basis for processing your data

We collect this information to enable Bristol City Council to perform its statutory duties under the Care Act, 2014, Mental Capacity Act, 2005. We are collecting this data because we are required to under health and social care law, or it is in the public interest to process this. In the case of Care Act related matters we may also need to process your bank details in order to provide appropriate services.

How long we hold your finance information for

The general Bristol City Council retention schedule will apply and is available on the Bristol City Council website.

How we use your finance information

The information you have provided will be stored on a database which can be seen by professionals involved in the calculation of contributions (charges) and personal allowances.

Who we may disclose your finance information to and why

The information you have provided will be shared with key partners such as the Department of Work and Pensions and the Court of Protection.

The right to withdraw consent at any time where relevant

Where we process your finance information on the basis of consent you have the right to withdraw your consent at any time but this will not affect the lawfulness of processing based on consent before its withdrawal.

Your rights as the data subject

You have the right to ask for access to your data and where data is found to be inaccurate to have that data corrected. In certain

circumstances you have the right to have data held about you erased, or the use of it restricted. You may be able to object to processing and may also have the right to have your data transferred to another data controller. You also have a right of complaint to the Information Commissioner's Office (ICO) at www.ico.org.uk if you think we have not dealt with your information in a proper manner.

You can ask to see what information we hold about you and have access to it. You can do this by contacting: Senior Data Protection Officer, Bristol City Council, ICT Commissioning and Information Governance, PO Box 3176, BRISTOL, BS3 9FS. Alternatively you can email them at: data.protection@bristol.gov.uk

More information you can find at:

<http://www.bristol.gov.uk/nfi>

<https://www.bristol.gov.uk/data-protection-foi/fraud-prevention-and-detection>

<http://www.bristol.gov.uk/page/council-and-democracy/privacy-statement-what-we-do-your-personal-data>

Bristol City Council Complaints

If you have a complaint about any aspect of the financial assessment or how Bristol City Council has chosen to charge please contact the Payments, Charging and Financial Protection Manager at the Client & Carer contact details. If you wish to take the matter further please make a complaint online at:

www.bristol.gov.uk/complaints

Alternatively you can request a complaint form by:

Email: complaints.feedback@bristol.gov.uk

Tel: 0117 922 2723

Post: Freepost RTKJ-SGBZ-ULSH, Customer Relations (100 TS), PO Box 3176, Bristol, BS3 9FS