

# Privacy Notice

Bristol City Council is the data controller for the purposes of the Data Protection Act 2018 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 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 Senior Data Protection Officer, Bristol City Council, ICT Commissioning and Information Governance, PO Box 3176, Bristol, BS3 9FS

## **What data we need to collect and the legal basis for processing it:**

### **A. Front Line**

Citizen Services provide a 'front line' function on behalf of a number of council services and we will pass the data on to the relevant processing teams.

To provide this service, we will process name, address (including previous names & addresses), date of birth, gender, marital status, telephone number, email address, health information (including GP details, letters from Doctors and the medical profession and maternity certificates), financial information (including income, benefits, pensions, savings and investments), bank account details previous address history (including landlord relationship), criminal record, national insurance number, Immigration status, Residential Status, eligibility to public funds, economic status, preferred language, tenancy type, armed forces status, employment status, previous care leaver status, employer details and job title.

We will take copies of passports, birth certificates, child benefit award notices and notice to quit (NTQ). We may ask you to confirm account numbers you hold with us (council tax, housing benefit or rent account).

We are collecting this data because collecting this data is necessary to carry out the service; you need, wish to receive, it is in the public interest to process this or you give your consent.

### **B. Sanction Letter**

Citizen Service's will collect information about individuals who have behaved in a manner that has caused alarm or distress to staff or other visitors in the public space. We are collecting this data because collecting this data is necessary to protect individuals in the citizen service space.

### **C. Citizen Engagement**

Citizens have the opportunity to engage with us to improve our services. Their contact details will be retained and they will be contacted periodically.

### **D. Call Recordings**

All calls will be recorded for monitoring and training purposes; this includes voice and screen

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capture, and may be used for fraud detection and prevention. The system has an automated 'pause and resume' function that blanks out both voice and screen capture whilst card payment information is taken.

### **How long we will keep your data for:**

#### A. Front Line

Information will be held in the line of business system and retention will be determined by the processing team. Further information relating to this can found on the privacy notice for each service.

#### B. Sanction Letter

We will retain this information for the entirety of the sanction.

#### C. Citizen Engagement

We will retain your data for a period of 2 years, after this time your information will be deleted.

#### D. Call Recordings

Will be retained for a period of 1 year, after this time the information will be deleted.

### **Why we need to collect your data:**

#### A. Front line

We will use this information to carry out the service you need.

#### B. Sanction Letter

We will use this information to manage the sanction.

#### C. Citizen Engagement

We will use the information to contact you to invite you to participate in engagement and improvement opportunities.

#### D. Call Recordings

We will retain this information for fraud detection and prevention, eligibility, monitoring and training purposes.

### **Who we share your data with and why:**

#### A. Front Line

The data we collect will be shared with the relevant processing team, other councils, GP surgeries and external agencies, for the purpose of care support packages and safeguarding.

#### B. Sanction letter

We will share this data with Landlord Services and the Department for Work and Pensions. We share the data with Landlord Services to protect the safety of our workforce. We share the data with the Department for Work and Pensions because they are co-located in the Citizen Service Point

#### C. Citizen Engagement

We will not share the data.

#### D. Call Recordings

Data may be shared with internal departments for the purposes of fraud prevention.

## If we have your consent to use your data:

A. Front Line - not applicable

B. Sanction letter – not applicable

C. Citizen Engagement - You can withdraw your consent at any time by emailing [PACE@bristol.gov.uk](mailto:PACE@bristol.gov.uk)

D. Care Direct - not applicable

E. Call Recordings - not applicable

## Where we have received your data from a third party:

A. Front line

We got this data from other care professions such as GPs, relative or care professionals. The date we have is personal data.

B. Sanction Letter - Not applicable

C. Citizen Engagement - Not applicable

D. Call recordings - Not applicable

## Your rights as a 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](http://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  
P O Box 3176  
BRISTOL  
BS3 9FS  
[Data.protection@bristol.gov.uk](mailto:Data.protection@bristol.gov.uk)

Other questions about the data being processed may also be sent to the above address.

## Fraud Prevention and Detection:

Bristol City Council is required by law to protect the public funds it administers. It may share information provided to it with other bodies responsible for auditing, administering public funds, or



where undertaking a public function, in order to prevent and detect fraud. For more information visit [www.bristol.gov.uk/data-protection-foi/fraud-prevention-and-detection](http://www.bristol.gov.uk/data-protection-foi/fraud-prevention-and-detection).