



Information about the Council Privacy Notice

Q. Why have we changed the privacy notice?

A. There is a need to ensure that all service users/citizens are properly informed of what the council does with their information, to be certain that any use of this data is carried out lawfully.

There were many different privacy notices (also called privacy statements) in use across the council. We looked at these existing statements and found that some weren't adequate.

We are developing a Citizen's Index as part of the drive to improve council services. This will provide the ability to receive and share one set of **basic customer data** across the council, meaning citizens do not have to repeat basic information each time they contact the council.

We are also keeping the cost of service delivery down in the light of reduced budgets by making services more efficient and in some cases by working with contractors, partners and other councils who we commission to provide services jointly with us or on our behalf. This is our way of doing more with less budget in order to protect vital services that otherwise might be at risk of stopping.

Q. Is the council allowed to do this?

A. We are able to create a single customer record (a new index of Citizen's basic details known as a Citizen's Index) because we were given powers in the Localism Act 2011, called the "general power", to do anything that individuals generally may do, as long as we do not do anything that is specifically prohibited in legislation.

We carefully considered whether the creation of this Citizen's Index would be prohibited in legislation and in particular whether the creation of this index would breach the Data Protection Act 1998 (The Act). We felt that in order to meet all of the requirements of The Act, the only further action we needed to take, was to inform the citizens of Bristol that we are going to create this new index. We consider that there are no infringements on an individual's rights enshrined in The Act. I would like to assure you that the council will not be using your information in any new way than it does now; it is just going to use it more efficiently.

Q. What information will be shared?

A. Only basic customer data will be shared across the council. This will be your title, name, address, gender, date of birth and preferred contact details; email, home or mobile phone.

Q. Who are we sharing the information with?

A. We will share basic information and data between Council Directorates and only with appropriate partners when they deliver services for us.

Where it is appropriate, and only then, we provide customer details to these service providers. We are obliged to let citizens know in more detail, about this arrangement at that time and we always do so.

Even the basic ones that we will hold in the Citizen's Index will not be passed on to any other service provider unless it is necessary to do so (if you have requested a service from us that they are providing on our behalf).

Q. How do I 'opt out'?

Although we are not obliged to offer a way of opting out of the Citizen's Index, we appreciate the concerns that some citizens may have about the safety of their information. As is the current practice within individual council services, we will offer the facility to have restrictions placed on a customer record in the Citizen's Index that will ensure that information is not accessed by any other parts of the council, other than those that a citizen has already actively contacted.

If you want to opt out, send an email with your basic contact details: forename and surname, full address including postcode and date of birth to foi@bristol.gov.uk or by post to: The Data Protection Officer, Bristol City Council, PO Box 3176, Bristol BS3 9FS.

Q. I've already opted out; do I need to do so again?

A. No, if you have previously requested this your status will remain "opted out" and you do not need to opt out again.

Q. Do I need to respond to the notice?

A. We are **not expecting a response** from you and you do not need contact the council. The privacy notices explains our intent to use basic customer data to improve the services we offer to the citizen.