

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 at [Bristol City Council website](#).

What data we need to collect and use?

We need this data so we are able to fully assess and meet your care and support needs and this information will assist us to effectively respond. To provide this service, we will collect and use some, or all, of the personal information below:

- Name
- Date of Birth
- Address
- Parent/guardian/carer details
- Emergency Contact details
- Details of any siblings.

The service also uses the following (but not limited to) special category personal information:

- Ethnicity
- Offending history-there is a policy which deals with this data, for a copy please contact the data.protection@bristol.gov.uk
- Living arrangements
- Family and personal relationships
- Statutory education
- Neighbourhood
- Lifestyle
- Substance misuse
- Emotional and mental health
- Self-perceptions
- Thinking and behaviours
- Attitudes to engagement in relevant activity
- Motivation to change
- Cultural factors.

We get most of this information from you and from what we learn about you through your use of our services, but we may also get some information about you from:

- Information you make public on social media
- Information from publicly available sources such as;
 - press
 - electoral register
 - online search engines
- Health and education providers
- Commissioned partners
- Family members
- Your legal representative
- Referees
- Employers
- Regulatory bodies
- Police
- Other local authorities.

How do we use your personal information?

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

- To establish a clear understanding of your current and past situation
- Ensure our decisions are based on a full picture of your circumstances
- Establish a pathway of support which is relevant to you.

Our use of cookies on our websites

We sometimes store small files called [cookies](#) (links to the Bristol City Council website) on your computer or other device to help improve your experience on our website.

We collect web statistics automatically about your visit to our site based on your IP address. This information is used to help us to improve your experience on our website.

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 your consent or it is necessary or required by law. 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:

- Adult / Children Social workers
- Police
- Schools, further education colleges and universities
- Youth offending services
- Local authority Troubled Families Teams
- Home Office Immigration (Immigration Enforcement, UK Visas & Immigration)
- Registered Social Landlord and Local Authority Housing
- Prisons

- Probation
- Your Doctor (GP).

Your data is shared with the Home Office and securely stored on their CMIS case management system, for more information, please see the Home Office Privacy Notice which can be found on [the Home Office website](#).

The data is not publicly accessible.

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

The legal basis for processing your personal information is:

We will only use your personal data where it is necessary in order to perform our public tasks and duties as a Local Authority (Art 6(1)(e) of the General Data Protection Regulation).

In some cases, we may be required to share your information by law (Art 6(1)(c)) or where it is necessary to protect someone in an emergency (Art 6(1)(d)).

We will only use any special category personal data we hold where it is necessary to deliver social care services (Art 9(2)(h)), and where there is a substantial public interest (such as to carry out our statutory or legal duties, for the prevention of crime) (Art 9(2)(g)).

We may also need to use special category data:

- where it is necessary to protect someone in an emergency (Art 9(2)(c))
- where it is necessary for legal cases (Art 9(2)(f))
- where it is necessary for employment purposes (Art 9(2)(b))
- where it is necessary for archiving, research or statistical purposes (Art 9(2)(j))

The processing of personal data for the Prevent/Channel Programme are necessary to meet our legal obligations as set out in the Counter Terrorism and Security Act 2015.

If you fail to provide certain information when requested, we may not be able to perform the contract we have entered into with you or we may be prevented from complying with our legal obligations.

How long will we keep your personal information?

We will hold this information for as long as it is needed or 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:

Bristol City Council will hold your data, which pertains to your Channel Panel case, for 12 months, or until your 12 month case closure review has been concluded.

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](#). Visit our website to [access a copy of your personal information, for more details and how to make a request](#). To update or correct your information if it is inaccurate please [contact Citizens Services](#).

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
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

[Information Commissioner's Office website](#).

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. Visit our website for more [information on Fraud prevention and detection](#).