

# Privacy Notice Community Meals Service

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 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 <https://bristol.gov.uk>.

## 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:

1. Name, address and telephone number of referral\*
2. Name of person referring them and why
3. Are there any other agencies involved, i.e. warden or home care
4. Next of kin details
5. Access information (i.e. key codes) if customer has approved our staff access to the property
6. Where payment is by Direct Debit details of your bank details will be required [23956077-4984-e39f-799c-ffc048e129c0 \(bristol.gov.uk\)](https://bristol.gov.uk)
7. Where payment is made via cash/cheque/card(over the phone) details of payers name and amount paid is recorded

\*Users of the service may be referred to sign up to the service by the client themselves, health care providers, commissioned partners, relatives, friends, neighbours or another third party.

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

- health providers
- commissioned partners
- relatives, friends, neighbours

## How do we use your personal information?

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

- To know where to deliver the meal to
- If any support is needed during delivery (access, well-being check)
- Who to contact if staff have any concerns during the visit
- To provide a receipt and a record for confirmation of payment received

In the following circumstances you are required by law or contract to provide personal information.

## Our use of cookies on our websites

We sometimes store small files called [cookies](#) 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:

- Other Bristol City Council Services
- Commissioned agencies
- Emergency Services
- Nominated Next of Kin
- Meals Management Software Provider (SMARRT SOFTWARE)

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 enter into or perform a contract with you and protect your vital interests.

## **How long we will 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 as follows:

- When a client finishes the service their record is kept on the current list until they have a nil balance on their account. They are then automatically transferred to the archived file where they will stay unless they come back onto the service.
- That clients file is kept for up to 6 years and after that time it should be automatically deleted.

## **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](#). To access a copy of your personal information, more details and how to make a



request can be found on our website [here](#). To update or correct your information if it is inaccurate please contact Citizens Services [here](#).

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](mailto: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

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

#### **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).