



Privacy Notice Bristol City Council

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 on [Bristol City Website](#)

For the administration of the Test and Trace Support Payment (TTSP) scheme, Bristol City Council is a joint data controller with:

- The Department for Health and Social Care (DHSC)
- Her Majesty's Revenues and Customs (HMRC)

What data we need to collect and use?

To administer the TTSP scheme, we will collect and use some or all the personal information below:

- Contact details (name, address, telephone number and e-mail address)
- Name, date of birth and national insurance number
- Employment and employer details
- Bank details, limited to processing the payment, verifying earnings, and confirming payment for tax purposes and fraud prevention
- Your Test and Trace notification to self-isolate (including your eight-digit unique identifier)
- Details of entitlement to benefits and tax credits
- IP address where an application is online
- Name, address, and date of birth for any children who are self-isolating if you are making an application because you cannot work because you need to care for them
- Test and Trace notification to self-isolate for any children who are self-isolating if you are making an application because you cannot work because you need to care for them
- Name, address, date of birth and confirmation of an Education, Health and Care Plan (EHCP) for any person who has additional support needs and is self-isolating if you are making an application because you cannot work because you need to care for them
- Test and Trace notification to self-isolate for any children who are self-isolating if you are making an application because you cannot work because you need to care for them
- Details of an educational or childcare setting attended by your children or any person with additional support needs if you are making an application because you cannot work because you need to care for them



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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 the Department for Work and Pensions (DWP), HMRC and educational and childcare settings.

How do we use your personal information?

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

Assessing your eligibility for a TTSP and making a payment if you are eligible.

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 a valid legal basis to share data. 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:

- HMRC for income tax purposes
- DHSC to verify the requirement to self-isolate for you or your child and to prevent fraud

We may also use data processors to support our activities, for example by providing systems we need or delivering services on our behalf. These processors are:

- Outsourcing companies who process applications and awards on our behalf. Smartsurvey is a data processor for the purposes of collecting information and evidence to support your application for a TTSP. TransUnion is a data processor for the purposes of checking your bank account details are correct and to prevent fraud. You can visit [Privacy Centre \(transunion.co.uk\)](https://www.transunion.co.uk) to find out more about how your data is used
- Companies who provide software solutions that we use to administer TTSP
- Debt collection agencies if you are paid a TTSP to which you are not entitled

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.



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Personal information

Our legal basis for using your personal information is to exercise our tasks in the public interest.

The TTSP is treated as being made under Local Welfare Provision. Information regarding DWP benefits and HMRC tax credits can be shared by the DWP and used by us for the purposes of Local Welfare Provision under the Welfare Reform Act 2012 and the Social Security (Information-sharing in relation to Welfare Services etc.) Amendment and Prescribed Bodies Regulations 2013.

The General Power of Competence under Localism Act 2011 (which replaces the wellbeing provisions within the Local Government Act 2000) enables us to do things that an individual may generally do. Previous government guidance stated that Local Welfare Provision can be provided via a number of powers that a council has and specifically mentioned the wellbeing provisions in the 2000 Act that has been superseded by the 2011 Act.

Special category (sensitive) personal information/criminal offence personal

Our additional legal basis for using your special category information is employment, social security, and social protection.

How long we will keep your personal information?

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

- A maximum of 12 months after the TTSP is paid to you

After this, your personal information will be 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 the [data protection subject access requests page on the council website](#).

To update or correct your information if it is inaccurate please [contact Citizens Services](#).



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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

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 go to the [fraud prevention page on our website](#)

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