

# 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](#)

### 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:

- Name
- Address
- Telephone Number
- Email address

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: technology you use to access our services, family members or your legal representative

### How do we use your personal information?

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

- Personal information may be used to make contact with you regarding any applicable renewable and low-carbon electricity generating technologies within the property installed by or on behalf of Bristol City Council.

### 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:

- Any department within Bristol City Council responsible for submitting readings for the generation and export meters to the Government in relation to any applicable renewable and low-carbon electricity generating technologies within the property, for example the Energy Service.



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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 exercise our tasks in the public interest in line with article 6 (1) e) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.
  - The overarching legal gateway for the processing is provided by section 111 of the Local Government Act 1972, which allows local authorities “to do anything... which is calculated to facilitate, or is conducive or incidental, to the discharge of any of their functions”.

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:

- We will hold this information for the lifetime of your tenancy. 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](#). If you are unable to access our digital Privacy Notice, please [contact Citizens Services](#) whom will be able to send a hard copy.

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

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](#).

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



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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/>

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