



Privacy Notice Bristol City Council

Privacy Notice – Castle Park Regeneration

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](#)

Bristol City Council's Regeneration Team is a multidisciplinary group of architects, planners, urban designers and place-makers who lead the delivery of transformational public realm and development projects across the city.

This privacy notice relates specifically to the Castle Park regeneration project, which aims to transform Castle Park into a vibrant, inclusive city centre space through improved design, accessibility, and community-led stewardship. As part of this process, the Council and its appointed partners are collecting personal data to support public engagement, design development, and communications. This includes video submissions, survey responses, and other feedback shared through the Castle Park Conversations campaign.

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
- Email address
- Postcode
- Video submission (which may include your image, voice, and opinions)

How do we use your personal information?

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

- To analyse public sentiment and qualitative themes for the Castle Park engagement report.
- To inform the design development led by LDA Design.
- To support the creation of a short film by Screenology about public and open space that maybe shared online.
- To promote the Castle Park project and future engagement stages via Bristol City Council and Distinctive Communications.

By submitting your video and checking the boxes you confirm that:

- you give permission for your video to be used as part of the Castle Park Conversations communications, including online, in print and at events;
- you are aged 16 or over;



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- you consent to your video being used in a film that maybe shared online about the Castle Park Regeneration;
- Your video is of you and no one else.

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:

- Play:Disrupt has been appointed by Bristol City Council to lead public engagement activities for the Castle Park project. They are responsible for analysing qualitative feedback, including video submissions, and producing an engagement report that will inform the design process.
- A third party has been sub consulted by Play:Disrupt to produce a short film using submitted video content. This film will explore public and open space and will be used to support future engagement and communications.
- LDA Design is the lead design consultant for the Castle Park regeneration. They will use the findings from the engagement report, including insights from video submissions, to shape the design development and produce the Statement of Community Involvement.
- Distinctive Communications is supporting the project's communications strategy. They will use selected video content and the final film to promote the Castle Park project across social media and other public channels.
- Bristol City Council is the commissioning authority for the Castle Park regeneration. The Council oversees project delivery, ensures compliance with data protection regulations, and acts as the data controller for all submitted materials.

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:

- Play:Disrupt (data storage and analysis)
- LDA Design and Distinctive Communications (data interpretation and communications)

Will my personal data be sent outside the UK?

Personal data submitted may be included in a publicly available film shared via online platforms. These platforms may process data outside the UK. Bristol City Council will ensure that any such transfers are permitted by law and that appropriate safeguards are in place to protect your data. Your name, email address and post code will not be 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.



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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 (such as your name, email address, postcode, and video submission) is your explicit consent, which you provide when submitting your video.

How long we will keep your personal information?

We will hold your personal information for as long as it is needed, or if we are required to do so by law. In practice, this means:

- **Name, email address, and postcode** may be retained for up to **3 years** to support engagement reporting, design development, and communications.
- **Video submissions** may be included in an online film that will be shared publicly as part of the Castle Park engagement process. You will be asked to confirm your consent for this before submitting your video.

If the Castle Park programme timeline is extended beyond current expectations, Bristol City Council may retain relevant personal data for longer than initially stated, solely to support continued engagement and project delivery.

In such cases, we will review and refresh consent where appropriate, and communicate any changes to participants.

After the relevant retention period, your personal information will be securely 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 how we use and share your data and your rights can be found on our [Corporate 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 or by writing to our data protection officer at:



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Data Protection Officer
Information Governance
Bristol City Council
City Hall
College Green
Bristol, BS1 5TR

You can also request deletion of your personal data submitted as part of the Castle Park Conversations campaign by contacting our communications partner, Distinctive Communications:

- Email: castlepark@distinctivecomms.co.uk
- Post: Freepost DISTINCTIVE
- Freephone: 0330 107 0535

They will liaise with Bristol City Council and its appointed partners to ensure your request is processed appropriately.

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/>

V4.5

Next annual review date: 15/09/2026

Version number for this privacy notice: 1