



Privacy Notice Bristol City Council

Privacy Notice - Business Rates

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,
- Email address,
- Address,
- Phone number,
- Internal ID,
- Online identifiers,
- Financial information.

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 tracking tools, technology you use to access our services, information you make public on social media, information from publicly available sources (press, electoral register, company registers and other public records, online search engines), credit reference agencies, commissioned partners, family members, your legal representative, referees, regulatory bodies, police and other local authorities.

How do we use your personal information?

Your information will be used so that we can administer your business rates account and collect business rates and any Business Improvement District levy from you in accordance with the Local Government Finance Act 1988 (and any subsequent legislation which applies).



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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 other teams within the council, insolvency practitioners, local authorities, police, Government agencies and HM Courts and Tribunal Service. Where applicable, your personal data will be shared with a Business Improvement District (BID) proposer for the purpose of developing BID proposals, or with a BID proposer/BID body and/or any persons who are to be liable for the BID levy for the purposes of canvassing in a BID ballot.

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 contracted IT providers, enforcement agents and postal services.

- Document Output Solutions UK Ltd for creation of documents. www.paris-software.com/privacy-policy
- Xerox for print and mail services www.xerox.co.uk/en-gb/about/privacy-policy, plus sub processors to deliver this function on occasion.
- Govtech for administration of business rates. www.govtech.co.uk/gdpr-privacy-policy
- Telsolutions Ltd in order to run communication campaigns. www.telsolutions.co.uk/privacy-policy
- Destin Solutions Ltd to monitor new build or rebuild properties and monitor existing properties that are empty. www.destin.co.uk/privacy/
- Enforcement Agents, Bristow & Sutor and Marston Recovery, part of Marston Holdings both recovery business rates debts. [Bristow & Sutor Privacy Notice](#) and www.marstonholdings.co.uk/marston-holdings-privacy-notice/

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 meet our legal obligations/exercise our tasks in the public interest. The legal gateways are The Local Government Finance Act 1988 as amended, The BID Regulations 2004 as amended and any associated legislation.



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How long we will keep your personal information?

In relation to business rates the time period is not specified. We will review every 5 years, presently we are reviewing the system to provide a more accurate retention period regarding the data held.

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:

Data Protection Officer
Information Governance
Bristol City Council
City Hall
PO Box 3399
Bristol
BS1 9NE

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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