

Privacy notice for consultations and surveys

Bristol City Council (BCC) is the data controller for the purposes of the General Data Protection Regulation (GDPR) (EU) 2016/679. The purpose of this privacy policy is to tell you about what information we collect about you, how we use that information and who we may share it with.

What data we collect and the legal basis for processing it:

There are two types of personal information that we collect frequently as part of consultations and surveys; these are contact details and equalities information. We may also collect contact details at other times, with your express consent, for the purposes listed below.

a) Contact details

We may ask for your name, address, organisation name (if relevant), phone number and email address so that we can contact you:

- (i) if you have asked to be notified about forthcoming BCC surveys or consultations
- (ii) if you have requested to be kept informed about the results of a particular survey or consultation and/or subsequent decisions about the proposals
- (iii) if you have said you would like to be involved in planning or implementing future services or to volunteer in other ways
- (iv) to administer incentives, such as prize draws, that encourage participation in our surveys.

We will only process your contact details with your express consent and only for the purpose(s) specified. Generally, contact details are kept separately from other information you may provide; this may be done automatically when you submit your survey response or, in the case of formal consultations, six months after a formal decision (e.g. by BCC's Cabinet or Full Council) is made on the final proposals. However if you are a member of the Citizens' Panel, we keep your contact details alongside equalities information in order to ensure that the panel is representative of the city's population.

b) Equalities information

We will ask your age, gender, transgender status, ethnic origin, disability status, sexual orientation, and religion or belief for equalities monitoring. Equalities monitoring is in the public interest and is required by the Equality Act 2010.

c) Other personal information

There are also some kinds of personal information that we collect occasionally if it is required for a specific topic. We may ask about your postcode; household; family, lifestyle, or social circumstances; financial circumstances; physical or mental health or condition; physical characteristics (e.g. height and weight); education and professional training; employment status; and satisfaction with the council. It is in the public interest to process this data to inform service development and shape council policies. This is particularly important in public health, as well as other areas for which the council is responsible or is involved.

How long we will keep your data for:

If you have consented to us using your contact details to tell you of future BCC consultations or surveys, your contact details will be held for up to three years from the date of consent.

If you have consented to us using your contact details to keep you informed about a particular consultation or survey, your contact details will be held for up to three years from the start date of the consultation/survey.

If you have consented to us using your contact details because you would like to be involved in planning or implementing future services or to volunteer in other ways, your contact details will be held for up to three years from the date of consent.

Before the three year period finishes, we may contact you to ask if you would like us to retain your contact details for a further period of up to three years.

If you have consented to us using your contact details to administer incentives, such as prize draws, your contact details will be held until the incentives have been awarded, and will then be deleted.

Equalities information and other personal information collected as part of a formal consultation will be stored for up to six months after a decision (e.g. by BCC's Cabinet or Full Council) has been made on the final proposals. The equalities information and other personal information will then either be anonymised or deleted.

Equalities information and other personal information collected as part of other surveys, which do not lead to a formal decision by BCC's Cabinet or Full Council, will be stored for up to six months after a consultation or survey report is published or signed off. The equalities information and other personal information will then either be anonymised or deleted.

Equalities information and other personal information collected as part of a survey without a specific closing date (i.e. "rolling surveys" that capture service-level customer satisfaction) will be stored for up to six months after the end of the annual reporting cycle during which the data was collected. The equalities information and other personal information will then either be anonymised or deleted.

If you are a member of the Citizens' Panel, equalities information will be held for up to three years from the date of consent.

Who we share your data with and why:

Sometimes BCC runs consultations or surveys in association with, or on behalf of, local/regional partners or public agencies (e.g. West of England Combined Authority, Bristol Health Partners). In such cases, we would share anonymised data and equalities information with the partner or agency. We might also ask for your consent for us to supply them with your contact details so they can keep you informed about a particular consultation or survey.

Personal information will not be published or passed on to third parties. Where an organisation responds to a consultation, the name of the organisation - but not the name of the individual respondent(s) - may be published with the consultation response.

The information that you supply is collected using software called "Citizen Space" and "Smart Survey". Both Citizen Space and Smart Survey store data on secure servers in the United Kingdom (<https://www.delib.net/privacy> and <https://www.smartsurvey.co.uk/privacy-policy>).

Your rights as a data subject:

You have the right, at any time, to ask for the erasure of any personal information we hold about you, including your contact details, which we have collected during a consultation or survey, or at your written request, for the purposes of informing you about consultations or surveys, or to administer your membership of the Citizens' Panel, or to inform you about planning or implementing future services or volunteering.

You have the right to object to the processing of your personal information and/or to request access to your data and where data is found to be inaccurate to have that data corrected.

You also have a right of complaint to the Information Commissioner's Office (ICO) at www.ico.org.uk if you think we have dealt with your information in an inappropriate manner.

You can ask to see what information we hold about you and have access to it. You can do this, by contacting:

Data Protection Officer
Information Governance
Bristol City Council
P O Box 3176
BRISTOL
BS3 9FS

Data.protection@bristol.gov.uk

Any further questions regarding the data being processed may also be sent to the above address or to the data controller.