

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
- Date of birth
- Email address
- Address
- Phone number
- ID photo
- Physical or mental health details

We get most of this information from you and from what we learn about you through your use of our services.

How do we use your personal information?

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

To meet our statutory requirement under the Transport Act 2000 to issue concessionary travel cards.



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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 one or more of the following:

- We may share data with your GP or other relevant medical professional for the purpose of processing your application

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:

- Smart Applications Management. This company provides the software to manage our concessionary fares customer management system and produce the concessionary travel cards.

Will my personal data be sent outside the UK?

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.

Personal information

Our legal basis for processing your personal information is Article 6(c) of the UK General Data Protection Regulation - processing is necessary for compliance with a legal obligation to which Bristol City Council is subject. The council are legally obligated to process personal information under the Transport Act 2000 in order to issue concessionary travel cards.

Special category (sensitive) personal information

Our legal basis for processing your special category information is Article 9(b) of the UK General Data Protection Regulation. Our legal gateway for processing this information can be found under Section 146 of the Transport Act 2000, which identifies the eligibility of individuals to receive concessionary travel cards.

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 information for as long as you are the holder of a valid concessionary travel card in Bristol.

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 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/>