



Privacy Notice Bristol City Council

Privacy Notice - Parking Services – Blue Badge

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,
- Email address,
- Telephone numbers,
- National insurance number,
- Personal medical details.

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:

- Department of Work and Pensions

How do we use your personal information?

We will use this information for the management, assessment and enforcement of Blue Disabled Persons Badges applied for and issued under the Chronically Sick and Disabled Persons Act 1970.

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 will/may share some of your personal information with appointed medical practitioners including any nominated GP so that an assessment of eligibility can be made as required to meet set criteria's. Additionally data may be shared with enforcement teams, so that they can carry out investigations into unauthorised and fraudulent use.



Privacy Notice Bristol City Council

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:

- NEC Software Solutions UK Ltd - [Privacy Policy - NEC Software Solutions \(necsws.com\)](#) - Hosted Blue Badge Case Management system
- Government provided systems via [www.gov.uk](#) - [Privacy notice - GOV.UK \(www.gov.uk\)](#) - Providers of Blue Badges, on-line Blue Badge Application process, central database of Blue Badge Holders.
- APS Group - [Data Privacy Policy – APS website \(theapsgroup.com\)](#) - Producer of Blue Badge
- Valtech - [Privacy statement - Valtech | Valtech](#) - Provider of operational systems

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.

- Legal obligations: Chronically Sick and Disabled Persons Act 1970 also allow us to process not only personal information, but also special category data.
- Public task
 - ‘Article 6(e) of the UK GDPR - Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in Bristol City Council. 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”.’

Personal information

Our legal bases for using your personal information is because we are required to under the Chronically Sick and Disabled Persons Act 1970. If you don’t allow us to use your data this will mean that Bristol City Council cannot fulfil its obligations under the Chronically Sick and Disabled Persons Act 1970 and provide eligible persons with a Blue Disabled Persons Badge.

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.



Privacy Notice Bristol City Council

The period of time that we will hold this data for will depend on the status of the Blue Badge issued. The normally life of a blue Badge is 3 years, but relevant data may be held for up to 6 years to assist in any appeal process, renewal process and/or for the purpose of any enforcement action against fraudulent use .

After this, your 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 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/>