

## Privacy Notice

### Who we are

#### Traffic Regulations Orders Team

A Traffic Regulation Order (TRO) is the legal document required to support a range of measures, which govern or restrict the use of the public highway, such as prohibiting, restricting, or regulating the use of a road by traffic (including, but not limited to motor vehicles, pedestrians, and bicycles). Amongst others, the purpose of a TRO is to improve road safety, facilitate the passage of traffic, preserve, or improve access to amenities, and to improve local air quality.

The Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996 sets out the process which we must follow before making a TRO, including advertisement and public consultation. Under this process members of the public can submit objections, requests, and comments in writing to us, which will be taken into consideration when deciding if a TRO scheme should be progressed.

This Privacy Notice sets out how personal information, in relation to the TRO process, is used.

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. This privacy notice should be read alongside the councils [Corporate Privacy Notice](#)

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:

- Your name
- Your postal address
- Your email address
- the name of the business or organisation you own or represent and your business title – if applicable
- the address of the business or organisation you own or represent. – if applicable

Please note that whilst we do not specifically request any other personal or sensitive information, it is possible that additional information of this nature may be included within

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the objection, request, or comment that is sent to us. Therefore, we strongly advise that you read through any information before you send it to us to ensure that you are comfortable with us processing everything included.

Please do not give any personal data about yourself or others and note that we may need under regulations to publish names and addresses together with objections or representations made in response to proposed TROs/Traffic schemes.

## **How do we use your personal information?**

We use this information for the following reason:

If you wish to comment on a TRO, we require your name, postal addresses and/or email address, along with the grounds for your objection, request, or comment. We are collecting and processing this data because we are required to under The Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996, as amended.

## **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:

- The Council's Transport department and with the Head of City Transport, the Director: Economy of Place and, where necessary, the Cabinet Member for Transport, for the purposes of determining the outcome of the objection process and making the decision whether or not to progress and make a TRO.
- Elected Councillors for the affected wards will receive a draft copy of the Objection Report, so that they may read the comments and make their own comments for inclusion in the final report before it is sent for a decision. Please note that they may be able to identify you from your comments if you have contacted them separately regarding the TRO proposal.

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:

- We use AppWay Traffic Suite to manage our statutory consultation process which includes collecting comments made in response to proposed traffic management interventions. The data collected is as noted above "How do we use your personal information?" and "What data we need to collect and use?" AppyWay, as the data processor, adhere strictly to the controller's instructions and ensure the protection of personal data in accordance with responsibilities and liabilities under the UK GDPR. [AppyWay | Website Privacy Policy](#)

- Except for the data processor (AppyWay), we won't share your personal information outside the Council unless legally required.

## **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 bases for using your personal information are to meet our legal obligations to:

- Consider your objection, request, or comment received through the TRO procedure, with regards to a TRO proposal.
- Consider your objection, request, or comments in relation to the introduction of a TRO scheme and to contact you to inform you of the outcome of a decision to make, modify or abandon the advertised TRO scheme.
- Ensure that we follow the process outlined in The Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996, as amended, and associated legislation.

## **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 up to 6 years. After this, your personal information will be deleted or archived.

## **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.

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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](mailto: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/>

Next annual review date: April 2026

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