

Privacy Notice: **Vehicle Dweller Outreach Team**

Who we are

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. The information here should be read in conjunction with the Council's corporate privacy notice: [Privacy \(bristol.gov.uk\)](https://www.bristol.gov.uk/privacy). 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](https://www.bristol.gov.uk)

What council services are covered by this privacy notice?

Vehicle Dweller Outreach Team

The Vehicle Dweller Outreach Team is a multi-agency service delivered in partnership between Bristol City Council, St Mungo's and Sirona Care and Health. The service provides coordinated outreach support to individuals living in vehicles, including housing support, health and wellbeing services, and social care support.

The service works to assess needs, provide tailored support, and improve outcomes for individuals while also supporting community wellbeing and management of public spaces.

This is a joint controller arrangement. This means that Bristol City Council, St Mungo's and Sirona Care and Health jointly determine how and why your personal data is used in delivering this service.

How will this service use your personal data?

- Provide outreach support and deliver services to you
- Assess your housing, health and support needs
- Coordinate support between Bristol City Council, St Mungo's and Sirona Care and Health
- Manage risk and safeguarding concerns
- Keep accurate records of support provided

- Monitor, evaluate and improve the effectiveness of the service

In some circumstances, you may be required to provide personal information where it is necessary for us to carry out our legal duties, such as assessing housing and support needs or ensuring safeguarding. If you do not provide certain information, we may not be able to offer you appropriate support or services.

What data we need to collect and use?

To provide these services, we will collect and use some or all of the personal information below:

- Name,
- date of birth
- contact details (such as address, email and telephone number)
- Location information (including the location of your vehicle)
- Housing and support information (including housing status, Housing Support Register information and needs assessments)
- Benefits and financial support information (where relevant to your support needs)
- Health and wellbeing information (including physical and mental health and substance use)
- Equalities information (such as racial or ethnic origin, religion, and sexual orientation) We collect equalities information, such as racial or ethnic origin, religion or belief, and sexual orientation, primarily to monitor equality of access, outcomes and service delivery. In some circumstances, this information may also be used to help us provide inclusive, culturally sensitive and person-centred support where it is relevant to an individual's needs.
- Risk and safeguarding information, including information relating to risks of harm to the individual or others, concerns about exploitation, self-neglect, vulnerability, safeguarding referrals, welfare concerns, risks to staff safety, behavioural risks, and relevant information relating to criminal offences, proceedings, outcomes or sentences where necessary for risk assessment and safeguarding purposes.
- Information relating to your engagement with support services

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: 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:

- Partner organisations involved in delivering the service, including St Mungo's and Sirona Care and Health

- Bristol City Council services, including Housing and Adult Social Care
- Health and social care providers
- Other local authorities
- Public bodies and agencies where necessary for safeguarding or support purposes
- Information provided by family members or representatives where appropriate.

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:

- Vehicle Dweller Outreach Team
- Bristol City Council services, including Housing and Adult Social Care
- St Mungo's – outreach and housing support provider
- Sirona Care and Health – health and wellbeing services
- Health and social care providers involved in your support
- Other local authorities where necessary
- Public bodies and agencies where required for safeguarding or legal purposes.

We may also use data processors to support our activities, for example by providing IT systems, secure data storage and communication tools. These include approved organisational systems such as Microsoft 365 and internal case management systems. All processors are subject to contractual obligations to keep your personal information secure and to use it only for the purposes we specify.

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 lawful 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 lawful bases for using your personal information are to exercise our tasks in the public interest.

- The legal powers that support this processing include:
- Housing Act 1996,
- Homelessness Reduction Act 2017,
- Care Act 2014, and relevant NHS and public health duties.

Special category (sensitive) personal information/criminal offence personal information

Our additional lawful condition for using your special category and criminal offence information is that it is necessary for reasons of substantial public interest, including safeguarding individuals at risk, and for the delivery of health and social care services.

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:

- individuals receiving support through the Vehicle Dweller Outreach Team – 6 years from the end of support,
- or up to 10 years where safeguarding concerns apply

After this period, your personal information will be securely deleted or archived in accordance with Bristol City Council retention policies.

Information relating to risk and safeguarding will only be retained where necessary and proportionate.

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
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: September 2027

Version number for this privacy notice: 2.0