

Privacy Notice – SmokeFree Bristol

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 Council Website](#).

SmokeFree Bristol is Bristol's stop smoking service, provided by Bristol City Council and Solutions 4 Health. SmokeFree Bristol offers free support to help people living in Bristol stop smoking.

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 from SmokeFree Bristol service users:

- Name
- Date of birth
- Gender
- Whether you are pregnant or given birth in the last 3 years
- The name of your GP surgery
- Your address and contact details including email and phone numbers
- Whether you are currently working and details of your work status
- Your spoken, preferred written and reading language(s)
- Your sexual orientation
- Your ethnicity
- Whether you have any disability and if so, details about your disability to help us provide treatment
- Any carbon monoxide measurement results
- Whether you have a mental health or other long term health condition
- Whether anyone in your household smokes

Privacy Notice Bristol City Council

- Whether you are currently breastfeeding
- Whether you are currently hospitalised and if so, your expected discharge date

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:

- Maternity support services
- Other healthcare providers I.e. GP, hospital
- NHS Health check provider
- Our commissioned healthcare providers

For participants completing our SmokeFree Bristol eLearning, we may collect your name, organisation and email address if you request a training completion certificate.

How do we use your personal information?

We will use this information to enable Bristol City Council and our commissioned providers to provide you with the smoking cessation service that you have asked for or been referred for. We use the data to check your eligibility for the services we offer and to monitor the effectiveness of these services.

We may use information provided by SmokeFree Bristol eLearning participants to generate and issue training completion certificates.

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:

- Maternity support services
- Pharmacies
- GPs
- Family Nurse Practitioner Team
- Department of Health and Social Care or third parties acting on their behalf – only anonymised data will be shared to meet our reporting obligations
- Neighbouring local authority smoking cessation services – if we have received your referral but you do not live in Bristol, we will share your contact details with

Privacy Notice Bristol City Council



your local authority's smoking cessation service so you can receive the support that you have asked for

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:

- Bionical Solutions. This is the company who developed and own the 'Quit Manager' software that we use to manage your treatment and store your information on. Bionical only have access to anonymised data.
- Solutions 4 Health. This is the company Bristol City Council has commissioned to provide the smoking cessation service.

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:

- Article 6(1)(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 the controller

Special category (sensitive) personal information

Our additional legal bases for using your special category information are:

- Article 9(2)(h): Processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services on the basis of domestic law or pursuant to contract with a health professional and subject to the conditions and safeguards
- Article 9(2)(i): Processing is necessary for reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health or ensuring high standards of quality and safety of health care and of medicinal products or medical devices, on the basis of Domestic Law which provides for

Privacy Notice Bristol City Council



suitable and specific measures to safeguard the rights and freedoms of the data subject, in particular professional secrecy

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:

- Personal information about service users will be held for seven years after end of the intervention received
- Personal information of participants who request a completion certificate will be held for 3 years

After this, your personal 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
Bristol City Council
PO Box 3399
Bristol
BS1 9NE

Privacy Notice Bristol City Council



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>

Surveys

From time to time, we will conduct surveys to establish information to assist us in gaining your direct thoughts and opinions on our public services.

Each Survey will invite you to participate; this will be classed as asking for your consent to participate; your information gathered at the time of the survey will be only used for that purpose of the survey and will not assume consent for any other purpose. Where Consultant companies (3rd parties) are used by Bristol City Council for a specific survey, these will be specified in the Survey's purpose statement.

Details of the purpose and scope of the Survey will be made clear for each Survey we may ask you to participate in, this will provide you with the details for you to clearly decide if you want to consent to participate in the Survey.

Personal data collected during the survey will be deleted upon the completion of the survey analysis and will not be stored or used for any other purpose. Each Survey will request your consent each time you participate.

Participation in our surveys will not impact or influence any future mailing preferences in the future and unless otherwise stated your participation will be anonymous.

V5.3

Next review date: 1 September 2027