



Privacy Notice Bristol City Council

Privacy Notice for Recycling Centre Booking System

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**
- **Email Address**
- **Address**

How do we use your personal information?

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

- 1) Allocating you an available slot at the Reuse and Recycling Centre
- 2) Sending you confirmation of the booking and providing a route to cancel your booking if necessary
- 3) Contacting you if we have to cancel the booking

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:

- **Bristol Waste Company Ltd** <https://bristolwastecompany.co.uk/privacy-policy> receive vehicle registrations allocated to each booking slot so they can identify you when entering the site.

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:



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- **Pentagull Ltd** who will check your registration against local authority address details to ensure your booking is valid. Name and email address is used to send you an email confirmation of bookings and allow you to contact us if you need to amend or cancel bookings.

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:

- 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”.

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:

- Address will be recorded at the point of booking will ensure that we can put in place adequate measures to limit visitors attending our recycling centres at allocated time slots only. This information will be held for 3 months by Pentagull Ltd
- Email address will be held for 3 months from the date of booking a slot, and will not be used for marketing including marketing of waste services

After this, your personal information will be deleted.



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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/>

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.



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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

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