

Privacy Notice: Coronavirus general enquiries web form

Bristol City Council is the data controller for the purposes of the Data Protection Act 2018 (DPA 2018) and the General Data Protection Regulation (GDPR) (EU) 2016/679, which means it determines what your data is used for and why it is collected. The purpose of this privacy notice is to tell you about what information we collect about you when you use our service, how we use that information and who we may share it with.

The contact details of the data controller are:

Bristol City Council
City Hall
PO Box 3399
Bristol
BS1 9NE

What data we need to collect and the legal basis for processing it:

When you contact us to make an enquiry, we collect personal data about you, including your name, your email address, your phone number if you provide it, and any further information you supply in relation to your query. We collect your data so that we can respond to your enquiry and fulfil our responsibilities as a local authority.

The lawful basis we rely on to process your personal data is article 6(1)(e) of the GDPR, which allows us to process personal data when this is necessary to perform our public task as a local authority. If the information you provide to us in relation to your enquiry contains special-category data, such as health, religious or ethnic information the lawful basis we rely on to process it is article 9(2)(g) of the GDPR and Schedule 1 part 2(6) of the DPA 2018, which relates to our public task and the safeguarding of your fundamental rights. In light of the current health crisis, we may also rely on 9(2)(i) of the GDPR and Schedule 1 part 1(3) of the DPA 2018 which relates to public health.

How long we will keep your data for:

Your data will be held for the period of the COVID-19 pandemic and for as long as you require our services in relation to the pandemic. After this time, your information will be securely deleted or archived. The retention of any data held will be reviewed on a monthly basis.

Why we need to collect your data:

We need to collect your data in order to understand the nature of your enquiry and so we can provide you with a response. For example, to provide you with the information you have requested, to provide you with updates in relation to an ongoing enquiry, or to signpost you to a service.

Who we share your data with and why:

Your data will be shared with other teams within Bristol City Council and in some circumstances may be shared with third-parties if they provide a service which relates to your enquiry. For example, for enquiries about the Nightingale Hospital we may share your data with the NHS Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group.

Your rights as a data subject:

You have the right to ask for access to your data and where data is found to be inaccurate to have that data corrected. In certain circumstances you have the right to have data held about you erased, or the use of it restricted. You may be able to object to processing and may also have the right to have your data transferred to another data controller.

You also have a right of complaint to the Information Commissioner's Office (ICO) at ico.org.uk if you think we have not dealt with your information in a proper manner.

You can ask to see what information we hold about you and have access to it. You can do this by contacting:

Data Protection Officer
Bristol City Council
Information Governance
PO Box 3399
Bristol
BS1 9NE
data.protection@bristol.gov.uk

Other questions about the data being processed may also be sent to the above address.

Fraud Prevention and Detection:

Bristol City Council is required by law to protect the public funds it administers. It may share information provided to it with other bodies responsible for auditing, administering public funds, or where undertaking a public function, in order to prevent and detect fraud. For more information visit www.bristol.gov.uk/data-protection-foi/fraud-prevention-and-detection.