

# Privacy Notice Bristol City Council

## Privacy Notice for Bristol Allotment Service

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 Allotment tenancies for existing tenants and prospective tenants, we will collect and use the personal information below:

- **Name**
- **Address**
- **Email Address**
- **Phone Number**

## How do we use your personal information?

Collecting this data is necessary to provide the Allotments Service with the information to:

- register your interest in applying for an allotment and be placed on the waiting list
- contact you when a plot is available
- set up a Tenancy Agreement in order to rent a plot.
- send invoices to request payment of rent
- provide updates regarding the allotment service

In the following circumstances you are required by law or contract to provide personal information.

- Tenancy Agreement

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## 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:

**Site Representatives** – most of Bristol's allotment sites have Site Representatives, these are allotment tenants who have volunteered to help with the management of the allotment site on behalf of the Allotment Service. The Site Representatives show vacant plots to prospective tenants, assist with site inspections, advise on site issues, provide guidance to new and existing tenants. To carry out this role, Site Representatives are provided with the following information:

- Current tenants - Name, Plot number, email address, phone number
- Prospective tenants – Name email address, phone number

Site representatives will only hold your information while they carry out this role. You will be informed by the Allotment Service if:

- A Site Representative is no longer in post
- If a tenant expresses an interest in to become a Site Rep
- If more than one tenant expresses an interest to become a Site Rep, then all of the other tenants on site will be asked to take part in a ballot organised by the Allotment Officer.
- When a new Site Rep is appointed

## 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.

Personal information - Our legal bases for using your personal information are to enter or perform a contract with you

## 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:

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In relation to the **Allotment Service** the period of time we will hold this information is determined by

- Current tenants - the duration of the tenancy
- A prospective tenant being on the waiting list, until the following:
  1. Accepts the offer of a plot and signs a tenancy
  2. No longer wishes to be on the waiting list and informs the Allotment Service of this
  3. Refuses 3 offers of vacant plots (without valid reason)

After this, your personal information will be 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 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](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  
College Green  
Bristol  
BS1 5TR

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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

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