

# Privacy Notice Bristol City Council



## **Insight Bristol Privacy Notice**

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 do we need to collect and use?**

To provide the Insight Bristol products such as the Think Family Database, Think Family Education app and Children & Families View, we will collect and use some or all of the personal information below:

- Name
- Date of birth
- Location data
- NHS Number
- Relating to the financial affairs of the individual
- Relating to lifestyle/social circumstances
- Relating to the family of the individual
- Education history
- Data concerning health
- Personal data revealing racial or ethnic origin
- Data relating to criminal offences and incidents
- Data relating to school attendance and attainment
- Data relating to support services accessed (e.g., drug and alcohol support)

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:

- Avon and Somerset Police
- Barnardo's
- Department for Education
- Department for Work and Pension
- NHS
- Sirona Care & Health
- South, Central and West Commissioning Support Unit (SCWCSU)

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## How do we use your personal information?

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

Data is collected in line with legal obligations placed upon the local authority, to inform early intervention, prevention, and targeted support for vulnerable families. We then use this information to produce a single view of a person for safeguarding professionals to access. This is via the Think Family Database (TFD) which supports and connects safeguarding professionals from Bristol City Council and other public sector organisations. The information within the TFD is sensitive person level data, however it is only used at a case-by-case level and accessed primarily by Bristol City Council safeguarding professionals that are reviewing the need for the family or are actively working with the family. The information within this view also details the safeguarding professionals from across our critical partners also working with the family.

We have additionally developed the Children and Families View (CFV) which shares data from the TFD. The CFV report displays events, vulnerabilities, and professional involvements. The CFV is designed to make information retrieval quicker and easier for local authority staff in safeguarding roles, to assist with safeguarding across the city. The data is used by various teams in Bristol City Council, including Families in Focus, Social Care, Youth Offending, Education, Employment, Skills and Learning, housing officers, and ASB. The CFV is designed to replace the existing TFD application.

Information is also used internally at an aggregated level; this gives the ability to understand the number of vulnerable people across the city. This can help inform strategic planning for Early Help and Targeted Support services and the local approach to the Supporting Families Programme. Other reporting allows the ability to map geographically highlighting the most vulnerable areas of the city, which provides additional insight for commissioning teams, this information only includes non-identifiable depersonalised data.

Using targeted analytics, the TFD is also used for modelling data, to help identify young people who are at risk of becoming 'not in education, employment, or training after finishing school' (NEET), using school attendance, attainment, and vulnerability data to identify this risk. This information supplements the wider council Think Family approach. Bristol WORKS and Bristol Post 16 then utilise the NEET model outcomes to help with trying to prevent young people from becoming 'NEET', through items such as transition support, positive work experiences, career coaches, CV assistance, etc.

Our critical partners include educational settings across Bristol which have access to the Think Family Education (TFE) application (app). The app helps Designated Safeguarding Leads and pastoral teams identify vulnerabilities by sharing timely and crucial data from Bristol City Council, Avon and Somerset Police and other partners. These products allow professionals to connect more quickly and reduce the need for the family to explain issues multiple times. Information around service involvement is also shared from Bristol City Council to Avon and Somerset Police's safeguarding unit - Lighthouse. This is done to help support vulnerable families facing multiple disadvantages and allows a shared understanding of vulnerability. The data is shared with only the Lighthouse team and cannot be onwardly shared within Avon and Somerset Police.



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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:

Partner Agencies such as:

Avon and Somerset Police

Commissioned Providers

Educational Settings in Bristol (including Children's centres)

Health Services including:

NHS Bristol, North Somerset And South Gloucestershire Integrated Care Board (ICB)

North Bristol Trust (NBT)

University Hospitals Bristol Trust (UHB)

## 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.

We have lawful basis for processing under the UK GDPR:

- 6(1)(c) - Legal obligation
- 6(1)(e) - Public Interest/ Official Authority
- 9(2)(b) - Social Protection
- 9(2)(g) - Substantial Public Interest

To provide this service, we have identified the following legal basis under the UK GDPR and legal gateways which allow us to process your data.

- The Digital Economy Act 2017 and the Public Service Delivery, Fraud and Debt: Data Sharing Code of Practice
- Sections 10 and 11 of The Children's Act 2004,
- Section 82 of The National Health Service Act 2006
- Section 1 of The Childcare Act 2006
- Section 23 and 25 of The Children's and Families Act 2014
- Section 17, 37 and 115 of The Crime and Disorder Act 1998
- Section 11, 21, 157 and 175 of The Education Act 2002
- Section 1 of The Localism Act 2011
- Section 1 of The Children (Leaving Care) Act 2000

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- Special Education Needs and Disability Regulations 2014
- Immigration and Asylum Act 1999
- Education and Skills Act 2008 (ESA 2008)

## Personal information

Our legal bases for using your personal information are to meet our legal obligations and exercise public task in the public interest.

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

Our additional legal bases for using your special category information are substantial public interest/ the delivery of health and social care services/public health/authorised by law.

## 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:

- Integrated family Support (1772), 75 years

## 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 how we use and share your data and your rights can be found on our [Corporate 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](#).

If you would like to make a request for your data to be removed, you can request this by emailing [data.protection@bristol.gov.uk](mailto:data.protection@bristol.gov.uk). Bristol City Council has a statutory duty and legal obligation for safeguarding the public, and therefore has a lawful basis to retain information relevant to safeguarding. Each request will be reviewed, and the requester will be informed of the outcome.

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:

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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/>

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