

Privacy Notice Bristol City Council

Bristol Refugee Resettlement Team 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](#)

Definitions and Purpose of data collection and sharing

The Bristol Refugee Resettlement Team refers to Home Office [guidance](#) to inform implementation of policy for the following refugee resettlement programmes;

The UK Resettlement Scheme (UKRS) provides a safe and legal route to vulnerable refugees in need of protection. It is accessible to refugees who have been assessed for resettlement by the United Nations High Commissioner for Refugees.

The Community Sponsorship Scheme is accessible to refugees under the same criteria as the UKRS. Refugees resettled through the [Community Sponsorship Scheme](#) complement those resettled to local authorities through the UKRS.

The Mandate Resettlement Scheme is a global scheme and resettles recognised refugees with a close family member in the UK who is willing to accommodate them.

The Homes for Ukraine scheme was launched on 14 March 2022 by the Secretary of State for Levelling Up, Housing and Communities. The [scheme](#) allows individuals to sponsor named people from Ukraine. Guests will be able to live and work in the UK for up to 3 years and access benefits, healthcare, employment, and other support. The Bristol Homes for Ukraine Team and partners provides support outlined in government guidance and further support as identified.

The Bristol Refugee Resettlement Team has setup a number of ways for landlords to make their properties available for refugees in exchange for a rent: the Homes for Refugees Tenancy scheme – full details [here](#).

We need to keep your personal information so we can perform all these duties. We keep your personal information and records of contact with you, or people/organisations related to your welfare and support (guests and hosts), within the Bristol Refugee Resettlement Case Files.

- A **landlord** is someone who has made a property available for refugee in Bristol in exchange for a rent.
- A **refugee in Bristol** is someone who is determined by the UNHCR to be a refugee in accordance with the 1951 [UN Convention Relating to the Status of Refugees](#), and has come to Bristol under one of the resettlement schemes listed above.
- An **asylum seeker** is someone whose request for sanctuary has yet to be processed.
- A **sponsor** is someone who made the initial application to the Homes for Ukraine scheme and was matched with an individual/group who had not yet arrived in the UK.

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- A **host** is someone providing accommodation in their home to approved people on the Homes for Ukraine scheme.
- A **Referrer** is someone providing details of a potential host using the 'Refer a Host' process
- A **Potential host** is someone referred by a referrer using the 'Refer a Host' process

What data we need to collect and use?

To provide this service, we will collect and use the personal information below:

Refugee in Bristol and asylum seeker's data:

- Full name
- Contact details
- Date of birth
- Country of birth
- Case File Numbers
- NHS number
- National Insurance numbers
- Passport number
- [Biometric Residence Permit](#) (BRP) number – a government issued permit to use as proof of the holder's right to stay, work or study in the UK.
- GP details
- Residential postcode and address
- Gender
- Arrival date in the UK
- Family and household details (including data listed above)
- Phone number
- Email address

We also collect the following information from you to help us provide you with the services you need;

- Language/skills and abilities
- Benefits received
- Details of and housing needs or issues experienced
- First language and second language
- ESOL/English Level
- Employment status and employment plans

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 the Home Office and/or Department for Levelling Up, Housing & Communities, and for asylum seekers, Ready Homes.

Landlord data:

- Name
- Address
- Date of birth
- Email address
- Phone number(s)

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- Details of the property made available for refugees and asylum seekers (legal and regulatory documents)
- Bank details

Homes for Ukraine Sponsor, host, potential host, and referrer data:

- Full name
- Address
- Date of birth
- Gender
- Email address
- Phone number(s)
- Safeguarding checks/outcomes, including data returned from a standard or enhanced DBS Check – hosts only – *not referrer*
- Details of your home (property type / number of rooms)
- Family and household details
- Bank details

The data listed above will also be collected and stored regarding:

- individuals living in the same household as a host - DBS Checks (for Homes for Ukraine Sponsors and Hosts and their households) are only completed on individuals aged 16 and over
- individuals recommended as a Homes for Ukraine host by another data subject providing an offer of help via DLUHC
- persons who refer potential Homes for Ukraine hosts

We get some 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 the Home Office, Department for Levelling Up, Housing & Communities (DLUHC), and the Disclosure & Barring Service.

How do we use your personal information?

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

- Help Bristol City Council and its commissioned partners to fulfil its task of support as funded by the Home Office and DLUHC
- Provide you with services you need
- Help us to develop and improve our services
- Complete reports for Government departments
- Pre-arrival and post-arrival checks for Homes for Ukraine hosts and guests, including accommodation and welfare checks and Disclosure and Barring Service (DBS) checks for hosts and their households
- Accommodation checks and communication with landlords.

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For all refugees in Bristol we may use your personal information for the following purposes:

- To help you to claim benefits
- To help you access employment support
- To help you access social support
- To help you to register with gas, electric, Wi-Fi and water companies
- To assist with any medical and other support needs you disclose
- To help you register for English classes
- To help Ukrainian refugees find a new host if your arrangement needs to end – this might involve sharing information with partner organisations

For landlords: Before your property can be made available on one of our schemes, we need to complete certain checks, including legal and regulatory checks required to enable a tenancy.

We will share basic personal information regarding landlords entering into a lodging agreement with Refugee Welcome Homes who put an agreement in place and support the landlord.

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 ask for your permission to share some of your personal information with one or more of the following:

For resettled refugees, we may share your data with:

- The Home Office
- Department for Levelling Up, Housing and Communities
- The Community Education Team for access to English classes
- City of Bristol College for access to English classes
- Employment support services
- English language learning providers
- STEP – for employment support
- Bridges for Communities to access befrienders and community activities
- The Haven Primary Care Service for Refugees and Asylum Seekers to undertake an initial health assessment when you first arrive in the UK
- Bristol Clinical Commissioning Group to ensure we can meet your health needs in Bristol
- Department of Work and Pensions to claim benefits and housing support costs
- Disclosure and Barring Service
- Good Faith Partnership / Welcome Hubs
- Nurseries and child minders
- Other Local Authorities
- Refugee support groups and organisations
- Refugee Welcome Homes
- Approved partner organisation we have entered into an agreement with

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For asylum seekers, we may share your data with

- Bristol Refugee Rights
- Mind
- Borderlands

Internal departments we may share your information with:

- Adult Social Care
- Attendance & Belonging Team
- Children's Services
- Disability Services
- Private Housing
- Housing & Landlord Services
- One Front Door / Employment Team
- Other internal departments as required, and compatible with, the purpose described in this privacy notice

We also get empty property and licencing information from the Private Housing Service so we can speak to property owners about schemes that bring empty properties into use and provide accommodation to refugees, and we share information with Private Housing Service to ensure licencing obligations are adhered to. See the [Private Housing Service Privacy Notice](#).

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.

We may use the information we hold about you to assist in the detection and prevention of crime or fraud. We may also share this information with other bodies that inspect and manage public funds.

Surveys and Newsletters

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

You may receive Newsletters from time to time by email to the email address you have provided. Newsletters contain information to help provide services to you. You can opt out of the newsletter by informing us you do not want to receive any further Newsletters.

What is the legal basis for our use of your personal information?

Our lawful bases for processing the data are:

- Art.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. 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”.
- Art.6(1)(c) of the UK GDPR - processing is necessary for compliance with a legal obligation to which the controller is subject. Our legal obligations in relation to this process are provided under the Equality Act 2010, the Care Act 2014, the Childrens Act 1989 and the Immigration and Asylum Act 1999.

DBS criminal record checks for all adults (16 and over) in the Homes for Ukraine sponsor household will also be necessary for reasons of public task and official authority, under the [Homes for Ukraine guidance for councils](#)

Special Category Data

Special category data can be defined as personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, data concerning health or data concerning a natural person’s sex life or sexual orientation.

Our lawful basis to process your special category data can be found under Art.9(2)(g) - processing is necessary for reasons of substantial public interest, on the basis of domestic law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject domestic law. In this instance, special category information will be processed to ensure the safeguarding of children and individuals at risk.

How long we will keep your personal information?

In accordance with the principle of data minimisation, and as instructed by the Department for Levelling Up, Housing and Communities (DLUHC), we shall delete relevant personal data as required by the records retention schedules and within 2 years of the closure of the scheme unless DLUHC and the Home Office identifies that its continued retention is unnecessary before that point.

In accordance with [government guidance](#), we shall delete information revealed by a DBS Check six months after the return of the check.

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Your rights as a data subject

The law gives you 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](#).

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](#).

To update or correct your information if it is inaccurate, please [contact Citizens Services](#).

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/>