

Privacy Notice Bristol City Council

Privacy Notice: Can Do Bristol

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 to your use of Can Do Bristol. 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 is Can Do Bristol?

Can Do Bristol is a digital platform designed to connect Bristol citizens and city-based businesses with voluntary, community and social enterprise (VCSE) organisations across Bristol. It supports social action by enabling people to share their time, skills and expertise in response to local needs and opportunities.

By registering as a member, individuals and organisations become visible on the platform, can connect with others, and engage with a wide range of community activities and volunteering opportunities posted by fellow members.

You can read more about Can Do Bristol [here](#).

What data do we need to collect and use?

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

- Your username or name (mandatory)
- Email address (mandatory)
- A short biography about you or your organisation (mandatory)
- Phone number (optional)
- Social media links (optional)
- Your neighbourhood – e.g. Knowle West (optional)
- Your skills and interests (optional)
- Photos (optional)
- Activity information (i.e. volunteering opportunities you have pledged to)

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We get this information from you when you: register to use Can Do Bristol, update your profile or add activities (such as volunteering opportunities).

We also collect the following technical data:

- Internet protocol (IP) address (automatic)
- Your login data (automatic)
- Browser type and version (automatic)
- Time zone setting and location (automatic)
- Browser plug-in types and versions (automatic)
- Operating system you use to access this platform (automatic)

While we do not specifically collect special category data (e.g. information about your race, disability or sexuality), we understand that some users may wish to include this within the biography section of their profile and by doing so they are providing their consent for this information to be shown on the Can Do Bristol site.

How do we use your personal information?

This information is collected and processed for one or more of the following reasons:

- To enable you to connect with other members on Can Do Bristol.
- To contact you with updates about the platform.
- To contact you with our e-newsletter (should you opt-in for this).
- To contact you to inform you of changes to the way we process your data.

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

We rely on different legal bases depending on the nature of the processing:

- Public task (Article 6(1)(e) UK GDPR): Most of the personal data we collect and process via Can Do Bristol is necessary for Bristol City Council to deliver its public functions of enabling civic participation, supporting community action, and promoting volunteering through the platform (e.g. registration, moderation, opportunity matching). This is supported by the following statutory duties and powers, which provide the legal gateway for the processing:
 - Local Government Act 1972 – Provides general powers for local authorities to promote the interests and wellbeing of their communities.
 - Localism Act 2011 – Empowers local authorities to support community-led initiatives and promote civic participation through the General Power of Competence.

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- Care Act 2014 – Places duties on local authorities to promote individual wellbeing, prevent needs for care and support, and support community-based approaches to social care and inclusion.
- Consent (Article 6(1)(a) UK GDPR): We rely on your consent to send you optional communications, such as our monthly e-newsletter. You can withdraw your consent at any time by unsubscribing.

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 also use data processors to support our activities, for example by providing systems we need or delivering services on our behalf.

Can Do Bristol is licenced by Made Open Communications Ltd, who manage the platform software and configuration. You can read Made Open's privacy policy [here](#). Bristol City Council remains the data controller. Made Open does not host the infrastructure directly - the platform is hosted by Cloud Above Ltd, a UK-based ISO 27001 and ISO 9001 accredited data centre provider.

In addition, the following sub-processors are used to support platform functionality:

- Mailgun (Sinch) - Used to send transactional emails such as registration confirmations and platform notifications. Mailgun processes email metadata only (not content or sensitive data) and operates from an EU data centre (Germany). This processing is covered under Made Open's sub-processing agreement and UK GDPR-compliant safeguards.
- Emailblaster Ltd - Used to send newsletters and updates to subscribed members. Only name and email address of subscribers are processed. Users opt in via the platform and can unsubscribe at any time. Data is stored securely and managed in accordance with UK GDPR-compliant terms.

These sub-processors do not access or store sensitive personal data and are contractually bound to comply with data protection legislation. Bristol City Council monitors supplier compliance through regular contract reviews and data protection assessments.

Will my personal data be sent outside the UK?

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

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permitted by law, and then only where there are appropriate safeguards in place to protect the data.

How long we will keep your personal information?

We will only retain your personal data until either of the following happens (or unless a longer retention period is required by law):

- You decide to delete your account.
- You wish to enact your right to be forgotten.
- Your account has been inactive for three years.
- The website is terminated.

After this, your personal information will be deleted.

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](#). 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

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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/>

Next annual review date: October 2026

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