

## Privacy Notice **Adults, Communities and DoLS**

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 our website [Contact Bristol City Council](#)

### **Bristol City Website What data we need to collect and use?**

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

- name, date of birth
- email address
- address,
- phone number
- passport/NI/NHS
- internal ID
- photos
- gender
- physical data
- financial/pension information
- education/employment/career history
- family and household details,
- lifestyle information
- personal appearance
- housing needs
- physical or mental health details
- race or ethnic origin
- religious or other beliefs of a similar nature
- bank details
- criminal proceedings, outcomes, and sentences
- criminal offences (including alleged offences), etc.]
- Sexual Orientation
- Disability

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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: technology you use to access our services, information you make public on social media, information from publicly available sources (press, electoral register, company registers and other public records, online search engines), health and education providers, commissioned partners, family members, your legal representative, referees, employers, regulatory bodies, police, other local authorities etc.

## How do we use your personal information?

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

In the case of Care Act related matters, we may also need to process your bank details to provide appropriate services.

We are collecting this data because we are required to under Health and Social Care Law, or it is in the public interest to process this.

The personal data collected will be used to be able to fully assess and meet your care and support needs and to be able to effectively respond equally to all individuals who require assistance and have safeguards in place for any person who lack capacity.

Under our duties as per the Care Act 2014 we will use this information to understand and assess your social care needs through an assessment or equivalent document. If you are assessed as having eligible needs, we will create a support plan with you. This may be shared with other professionals and providers of services that may be able to support you in meeting your needs. Information such as relevant correspondence and case notes will also be collected and stored on your record in relation to your social care needs.

Under the Care Act we will also use information under our safeguarding responsibilities to adults with care and support needs that may be experiencing, or at risk of, abuse or neglect and are unable to protect themselves because of these. This information will be shared with multi-agency partners such as the health professionals and the Police on a need-to-know basis.

If you require assessment under the Mental Health Act your personal information will be shared in accordance with provisions in order to provide appropriate levels of care.

Where you have agreed to be the Relevant Person's Representative or an interested party for Deprivation of Liberty Safeguards (DOLS) related matters we will consult with you as part of the assessment process. We will also share this information with any other relevant professionals and agencies in order to safeguard the Human Rights Act (Article 5) right of the relevant person.

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The above information is stored on a secure database system known as Liquid Logic. If information is shared with others such as health professionals, this will be done by secure methods.

## 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:

- In order to ensure that all health and social care organisations in Bristol are communicating effectively about the needs of older people and other vulnerable adults we share basic information on people that we have provided services for to a local information portal called Connecting Care. Connecting Care can be accessed by other staff involved in your care and your general well-being. Staff will only have access to the information they need in order to help deliver the right service to you.
- If you wish to know more about Connecting Care, how it works and what your rights are, you can visit: <https://www.connectingcarebnssg.co.uk/>
- Providers of services and support, such as home care, residential care, support to access the community and day services
- Other Bristol City Council Departments, such as Housing Related Support, Children and Families, Environmental Health, and the Asylum Team
- Independent Mental Capacity Advocacy (IMCA) services
- Independent Mental Health Advocacy (IMHA) services
- Other local authorities where relevant, such as a continuity of support when moving from one local authority to another
- The police, where relevant to do so, such as a safeguarding concern to protect people from abuse or neglect
- The Care Act 2014 enables Local Authorities (LA) to authorise others to conduct a review. In a pilot, for a small number of direct payment recipients, we will be sharing copies of support plans to enable WECIL (West of England Centre for Inclusive Living) to progress some reviews on our behalf.
- The Council is trialling AI transcription tools, including [Magic Notes](#), [Minute](#) and [Copilot](#), to support accurate note-taking during social care conversations. These tools may involve audio recording and generate summaries to help reduce manual documentation. Recordings may be securely reused across pilots to compare performance. All decisions remain with qualified practitioners. If you prefer not to be recorded or want manual notes to be taken, please let the practitioner know before the conversation begins.

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

## **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 basis for using your personal information is to meet our legal obligations/ exercise our tasks in the public interest.

The legal gateway which permits the use of your information relates to statutory function, duties and powers laid down by law, most notably, the Care Act 2014 and the Mental Capacity Act 2005 and Deprivation of Liberty Safeguards and the Mental Health Act 1983. The level of information held is targeted and proportionate to achieving the purpose and duties under the aforementioned law.

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

We will collect, process, and share personal data about criminal convictions and offences, but only where this is relevant to a person's care and support needs. We will share this information with other agencies and providers of care and support where they need to be aware of risks to the person concerned or others.

The collection of criminal data is under UKGDPR, Article 10. The specific conditions are:

- Health or social care purposes
- Safeguarding of children and individuals at risk

We will also collect information relating to a person's protected characteristics under the Equality Act 2010. These are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. We will record this information in Mental Capacity Act 2005 and Care Act 2014 documents where the person has shared the information with us about their personal identity. The information will be shared with other agencies and providers of care and support on a need-to-know basis where it is relevant to the support that someone receives.

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For the special category information, the collection of data is under UKGDPR, Article 9 applies for Substantial Public Interest with the specific condition [Data protection: The UK's data protection legislation - GOV.UK](#) to process under:

- Support for individuals with a particular disability or medical condition and,
- Safeguarding of children and of individuals at risk

Information related to protected characteristics under the Equality Act 2010 that we have collected is also used on an anonymous basis. This is where it enables us to monitor data and ensure that we are meeting our responsibilities around diversity and to protect people from discrimination.

## How long we will keep your personal information?

Bristol City Council will hold personal data used to provide services under Adult Care and Support such as Residential or other Accommodation based support may be kept for up to 6 years in line with the Bristol City Council Retention Schedule. Often this will be from the date of death, but for some documents this may be from the date of the last contact or when the document was initially created.

## 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 which can be found here: [Privacy statement: what we do with your personal data](#). If you are unable to access our digital Privacy Notice, please contact Citizens Services [Citizen Service Point](#) to request a hard copy.

To update or correct your information if it is inaccurate, please contact Citizen services [Citizen Service Point](#).

To access a copy of your personal information, more details and how to make a request can be found on the [Data protection and subject access requests](#) section of the BCC 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



# Privacy Notice Bristol City Council

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/>

## 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