

Privacy notice

Privacy notice for www.yourholidayhubbristol.co.uk

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 the [Bristol City Council website](#)

What data do we need to collect and use?

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

- name
- email address
- geographic location
- phone number
- online identifiers
- the technology used to access the website
- cookies

Personal information and data is collected on this website through Google Analytics, Hotjar, Google Tag Manager and when individuals:

- use the application form
- use the contact form
- use the newsletter sign-up
- watch videos
- upload content
- use the evaluation form

How do we use your personal information?

We may need to use your personal information to:

- check the quality of the service or website
- help with research and planning of new services and websites
- to improve experiences on this and other Bristol City Council websites
- to make a decision on your funding application
- to respond to your queries
- to keep you updated on service information
- to ensure there are a range of formats, such as videos, available to communicate with you

- to compare your funding application with your evaluation data, which may impact your future funding

Forms

This website contains forms, such as the get in touch form, evaluation form and application form. These can be used by visitors wishing to give feedback, new providers expressing their interest in contributing to the Your Holiday Hub programme or existing providers submitting evaluations. If you enter your details on the form, it is sent directly to a Bristol City Council email address.

When the email reaches Bristol City Council it is subject to the council's [Privacy Statement](#). Any data you submit will be used solely by Bristol City Council for getting in contact with you or, where applicable, providing the services that you've requested.

Google Analytics and/or Tag Manager

Bristol City Council collects web statistics automatically about your visit to this website based on your IP address. This information is used by Bristol City Council, as a public authority, to facilitate its public task in providing services to as many people as possible. Bristol City Council uses Google Analytics and/or Tag Manager for this purpose, you can read [Google's privacy policy](#) for more information.

Hotjar

Bristol City Council uses Hotjar in order to better understand our users' needs and to optimize this service and experience. Hotjar is a technology service that helps us better understand our users' experience (e.g. how much time they spend on which pages, which links they choose to click, what users do and don't like, etc.) and this enables us to build and maintain our service with user feedback. Hotjar uses cookies and other technologies to collect data on our users' behaviour and their devices. This includes a device's IP address (processed during your session and stored in a de-identified form), device screen size, device type (unique device identifiers), browser information, geographic location (country only), and the preferred language used to display our website. Hotjar stores this information on our behalf in a pseudonymized user profile. Hotjar is contractually forbidden to sell any of the data collected on our behalf. For further details, please see the 'about Hotjar' section of [Hotjar's support site](#).

Cookies

This website sometimes stores small files called 'cookies' on your computer or other device to help improve your experience on the website. Videos on this website are embedded from YouTube which use cookies to collect data. For more information, please read our [cookies notice](#)

Who else might we share your personal information with?

Bristol City Council 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.

- Bristol Association for Neighbourhood Daycare (BAND)
- Bristol Children's Scrapstore
- Learning Partnership West (LPW)
- Feeding Bristol
- Fareshare Southwest

Links to social media

This website has links to its social media pages and accounts, including sharing buttons. Bristol City Council don't collect any personal data through these links. Please check each social media platform for their privacy policies or contact them directly if you have any questions.

Sharing button for social media

This website has a share button to automatically post to your own social media account(s). We do not collect any data through this function. The share function is a third-party plugin called JetPack by Automattic. You can read their [privacy policy](#) for more information.

Links

This website has links to external websites. Bristol City Council takes no responsibility for the content or data protection on these sites. Please check their privacy policies or contact the organisations directly if you have any questions.

Will my personal data be sent outside the UK?

Most personal information we collect and use is stored on systems in the UK, this includes all information held by Bristol City Council.

On occasion, your information may leave the UK when we use other systems. For this website, the system used and associated organisations are:

- Google who stores most of their data in the US, you can read [Google's safeguards and privacy principles](#) for more information.
- Hotjar who stores data in Ireland and the EU, you can read about [Hotjar's cloud security](#) for more information.
- YouTube who stores most of their data in Google US data centres, you can read about [YouTube's data commitment](#) for more information.

We take additional steps to protect your information including:

- making sure it is transferred securely
- checking their Privacy Policy's meets our Data Protection standards
- doing all we can to make sure your information is not sent to a country that is not deemed to look after your personal data sufficiently by the UK or EU governments.

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

Our legal basis for using your personal information is:

- 6(1)(e) 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.
 - Bristol City Council will be processing your personal information in order to undertake a task in the public interest through the Holiday Activity and Food (HAF) scheme.

You can see a list of the full legal bases we may rely on by looking at our [main privacy notice](#).

How long we will keep your personal information

Bristol City Council 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:

- 24 months

At or before this period your personal information will be deleted.

In relation to other systems on this website, please see the following webpages:

- [Google Analytics Data Retention controls](#)
- [Hotjar data retention](#)

Cookie expiration varies from the time of closing a browser up to two 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 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

Generic – Privacy Notice

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

Visit the [ICO website](#) for more information.