

Privacy Notice for the WorkWell West project

Who we are

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. This privacy notice should be read alongside the councils [Corporate Privacy Notice](#).

Our main address is City Hall, College Green, Bristol, BS1 5TR and our contact details can be found on [Bristol City Website](#)

DWP 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, with regards to the WorkWell evaluation.

www.gov.uk/government/organisations/department-for-work-pensions/about/personal-information-charter .

The WorkWell programme overview

WorkWell is a free support programme for individuals with health conditions aiming to return to work, stay employed, or explore new job opportunities. It operates in Bristol, North Somerset, and South Gloucestershire, supported by the NHS, Bristol City Council, DWP, and local councils. WorkWell connects participants with GPs, employers, Job Centres, and community organisations to help overcome health-related employment barriers.

What data we need to collect and use?

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

Name

date of birth

email address



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Address

phone number

National Insurance number

Gender

Financial information (whether you are in receipt of benefits)

Employment information

physical or mental health details

race or ethnic origin

All the information we obtain is provided by you. We do not obtain any other information other than that you voluntarily provide.

How do we use your personal information?

We collect your data for two main purposes:

Tailored Support: To understand your needs and connect you with the most suitable support services. Your data is never shared directly with these organisations.

Programme Evaluation: Certain information is shared with the Department for Work and Pensions (DWP) to evaluate the programme's performance and local impact. This is strictly for research purposes and will not affect any current or future support you receive from the DWP. **It does not affect your benefits.**

Legal Basis for Using Your Personal Information

The information below shows the legal bases we are relying on to use your personal or special category (sensitive) personal information.

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

The legal basis for processing your personal or sensitive information depends on the context. For this project, we rely on the lawful basis for processing under UK GDPR (Article 6 (1)) **public task/official authority** to process your data.

The legal gateway which provides us with the power/duty to conduct this activity is **Section 3 Social Security Act 1998 and Section 111 of the Local Government Act 1972**



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In accordance with Article 9 of the UK GDPR and for the processing of Special Category Data BCC will rely on

- 9(2)(g) Reasons of substantial public interest (with a basis in law) supported by DPA 2018 (Data Protection Act) Schedule 1 Part 2 conditions equality of opportunity or treatment, support for individuals with a particular disability or medical condition, counselling and
- Article 9(2)(b) UK GDPR employment and social security and social protection law and
- Article 9(2)(h) Health & Social Care (with a basis in law) as its lawful basis.

For more details on our legal bases, refer to the main Council [privacy notice](#).

Who else might we share your personal information with?

We may occasionally need to share your information, but only when we have a valid legal basis and only the minimum information necessary.

Department for Work and Pensions (DWP)

Sharing Information for Evaluation

DWP shares your information with IFF Research (Independent social and market research agency), who evaluates the programme. IFF Research may contact you to invite you to a voluntary survey or interview. They will explain the process and answer any questions before you decide to participate.

Local Support Agencies and NHS Integrated Care Board

If you agree, we may contact relevant local agencies or healthcare providers on your behalf to arrange additional support, such as counselling or physiotherapy. This will only happen with your consent, and you will be fully informed beforehand.

Your Data Is Secure

At no time will other agencies have access to the data stored in our systems without your explicit permission.

Will my personal data be sent outside the UK?

No personal information is routinely sent or held outside the UK.



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How long we will keep your personal information?

We only keep your information for as long as it is necessary or required by law. Here's how this works in practice:

After your assessment is completed, we keep your details on record for ten years for reporting purposes.

Data Protection and Anonymity

Your personal information will be securely deleted once the evaluation is complete. Published findings will be anonymised, ensuring no one can identify you.

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](#)

You can exercise any of these rights, ask questions about how we use your personal data or complain by contacting us at workwell@bristol.gov.uk or data.protection@bristol.gov.uk or by writing to our data protection officer at:

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

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Website: <https://ico.org.uk/>

Version number: 1

Next annual review date: 10/3/2026