



# Privacy Notice - Bristol City Council

## 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](#)

### **This notice is in respect of the following services: -**

- In accordance with the Care Act, 2014 Bristol City Council provides you with services to meet your eligible needs. These services are chargeable and for this purpose we collect financial information about you to be able to determine your financial contribution towards the services.
- Bristol City Council will provide a financial support service when there is no one else willing, able, or suitable to provide the support. The service is either as DWP appointee and/or Court of Protection Deputy (property and affairs). If the service is provided, we require financial information about you.

### **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
- Title
- Marital status
- your address and contact details including email and phone numbers and those of your legal financial agent
- Your personal financial details including any property that is or was your home
- Your National Insurance Number

For the purposes of supporting you as DWP appointee and/or property and affairs deputyship officer (Court of Protection) we collect: -

Your personal financial details also detail of any financial safeguarding actions related to supporting you with your finances – as well as your name, address, date of birth, title, and marital status



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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:

Health and education providers, commissioned partners, family members, your legal representative, carers, other Departments within Bristol City Council, the Department of Work and Pensions, information from publicly available sources (Gov Uk and Land Register)

## How do we use your personal information?

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

- To calculate your financial contribution towards Adult Social Care Services.
- To support you with a claim for state benefits.
- To support you with an application for DWP appointeeship and/or Court of Protection property and affairs deputyship.
- To prevent and detect fraud. Bristol City Council is required by law to protect the public funds it administers. It may share information provided to it, by you, with other bodies responsible for auditing, administering public funds, or where undertaking a public function, in order to prevent and detect fraud. For more information go to the fraud prevention page on our website
- To share information with the Bristol City Council Revenues Council Tax team to determine your liability for Council Tax and confirm the status of your residence

In the following circumstances you are required by law or contract to provide personal information.

- If you wish to receive a means tested calculation of your contribution towards Adult Social Care services provided following a Care Act, 2014 needs assessment

## 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:

Department of Work and Pensions, Court of Protection, Office of the Public Guardian, other departments within Bristol City Council, legal bodies such as the Police



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

- Liquid Logic Adult System (LAS)
- Oxford Computer Consultants (OCC)
- SOFTBOX
- Pre-paid Financial Services (PFS)

## **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.

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

We collect this information to enable Bristol City Council to perform its statutory duties under the Care Act, 2014 (sections 14, 17 and 69-70), Mental Capacity Act, 2005 (Part 2 – sec 50 -51).

## **Personal information**

Our legal basis for using your personal information are to meet our legal obligations and, in some circumstances, to protect your financial interests. We will also process your personal information so that we can exercise our tasks in the public interest.

## **How long we will keep your personal information?**

We will hold this information for as long as it is needed, or we are required to do so by law. In practice this means that your personal information may be retained for the relevant period listed in the Bristol City Council – Data Retention Policy. After this, your personal information will be deleted.

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## 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](#).

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](mailto: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/>