

Privacy Notice Bristol City Council



Privacy Notice: LERO Video 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](#)

This privacy notice is regarding the Substance Use LERO Video Project and how Bristol City Council will use the data. The project aims to develop a range of short videos to train and equip professionals who engage with individuals with lived/ living experience of substance use or support the provision/ development of substance use services to reduce stigma and improve trauma-informed practice. The developed videos will be used for training purposes only.

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
- Email address/ phone number
- Address (only if provided for the purpose of filming location or logistical/ practical reasons e.g. transport)
- Video (physical appearance) and/or audio recordings. This may include sensitive data which you choose to share/ disclose during the video/ audio recording sessions, such as (but not limited to) lifestyle/ behavioural details, information relating to physical/ mental health, information relating to the family of the individual/individual's lifestyle & social circumstances, information relating to social care issues and racial/ ethnic

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origin. Please note, this will only be collected if you choose to disclose this data during filming.

How do we use your personal information?

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

- Name and contact details are only used to help identify you, if queries arise (or if we wish to ask for a renewed consent form to effectively extend the retention period), as well as for contacting you regarding arrangements for the project. We will hold this information for as long as it is needed, in accordance with the retention period.
- First names may be used within the media, although this will only be when further consent is given.
- Addresses are only collected/ used when provided for the purpose of using your residence as a filming location or for practical/ logistical reasons such as booking transport. All address details will be securely deleted when no longer required and in accordance with the retention period.
- Image/ personal appearance/ voice/ video recordings and the data you choose to share within the recordings will be collected and shared as outlined below.

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](#).

Our legal basis for using your personal information is explicit consent.

You may withdraw consent at any time. Please email ph.business@bristol.gov.uk if you wish to exercise this right.

Who else might we share your personal information with?

The videos will be shared with and/or shown to professionals/ organisations who either:

1. engage with individuals with lived/ living experience of substance use



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2. support the provision/development of substance use services

This includes (but is not limited to):

- Local authority departments
- Health and Social Care partners including Primary Care such as staff working in General Practice
- Policing and Criminal Justice partners
- Voluntary care sector partners
- Academic partners
- Night-time economy partners

For GP Practice Staff to view, the videos will be uploaded to NHS OneCare's Vimeo library. They will be available to view via TeamNet, by those who have been granted access permissions and videos will not be made available to the general public.

Vimeo stores data in Google Cloud locations in the United States. Vimeo and its subsidiaries are active participants in the EU-U.S. Data Protection Framework and the UK Extension to the EU-U.S. DPF <https://help.vimeo.com/hc/en-us/articles/22793873068305-Does-Vimeo-participate-in-the-EU-US-Data-Privacy-Framework-DPF>.

For other organisations, videos will be accessed via Bristol City Council's Share Point Site and will be subject to BCC's access and permission controls.

How long we will keep your personal information?

We 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 the relevant period listed below:

- Name and contact details within consent/ release form: *Maximum 9 years* (in line with the maximum length of Bristol's new Substance Use Service Contract, coming into place on 1st April 2025), *however data will be deleted when no longer required. Should service delivery change, data may be deleted before this. Addresses and contact details used for practical/ logistical arrangements will be deleted when no longer required and in accordance with the retention period.*
- Image/ personal appearance/ voice/ video recordings and the data shared within the recordings: *Maximum 9 years* (in line with the maximum length of Bristol's new Substance Use Service Contract, coming into place on 1st April 2025), *however, data will be deleted when no longer required. Should service delivery change, data may be deleted before this. Any unused filming footage will be deleted within 2 weeks of the videos being completed.*

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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 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 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

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

Next annual review date: April 2026

Version number for this privacy notice: 1.0