



# Privacy Notice

## Privacy Notice - Bristol City Council Citizen services

### 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](#)

Citizen Services is the front door to the large majority of council services, providing face to face access to Bristol City Council services via the Citizen Service Point, Phone calls and webchat via the Citizen Service Centre and web services via the Digital Delivery Team. The team also provides Translation and Interpreting Services for a range of internal and external services. The teams signpost, give advice and handle service requests on behalf of over 38 council services, being the first point of contact. The individual services will therefore have their own Privacy Notices which provide the detailed description of what info is collected, used, stored and the appropriate lawful and legal basis.

### What data we need to collect and use?

We collect some or all the following information from you when you contact the Citizen Services area in relation to one of the services Bristol City Council provides.

Most of the public services we provide result from legislation set nationally. In such cases, if you access a council service then the law that requires us to provide that service will be our legal basis for collecting, using your personal data and will be detailed in the individual service areas Privacy Notices

- Name
- address (including previous names & addresses)
- date of birth
- gender
- marital status
- telephone number

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- email address
- health information (including GP details, letters from doctors and the medical profession and maternity certificates)
- financial information (including income, benefits, pensions, savings and investments)
- bank account details
- previous address history (including landlord relationship)
- criminal record
- national insurance number
- immigration status
- residential status
- eligibility to public funds
- economic status
- preferred language
- tenancy type
- armed forces status
- employment status
- previous care leaver status
- employer details and job title
- race or ethnic origin
- religious or other beliefs of a similar nature

We will take copies of passports, birth certificates, child benefit award notices, tenancy agreements, notice to quit (NTQ) and any other legal documents required to support any service request/need. We may ask you to confirm account numbers you hold with us (council tax, housing benefit or rent account). If you access the Citizen Service Point, we might also capture your image on CCTV.

We get most of this information from you and from what we learn about you through your use of our services including your sign up to the Citizen Identity Portal. We may also get some information about you from:

- Medical professionals such as your GP
- Facebook
- Google
- Department of Work and Pensions
- Previous housing providers
- Probation Service
- Police
- Other Government agencies such as the Home Office



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- Education providers
- Related financial bodies
- Our internal teams

We may also collect data where we receive it from the service provider, such as NHS number or where we receive it in the form of a document to translate.

### How do we use your personal information?

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

**A. To provide a frontline function** on behalf of several council services and we will pass the data on to the relevant teams, via their own processing systems. You can find privacy notices for each service here [Corporate Privacy Notice](#)

**B. Sanction Letter** Citizen Service's will collect information about individuals who have behaved in a manner that has caused alarm or distress to staff, or other visitors in the public space. We are collecting this data because collecting this data necessary to protect individuals in the citizen service space.

**C. Citizen Engagement** Citizens can engage with us to improve our services. Their contact details will be retained, and they will be contacted periodically.

**D. Call Recordings** - All calls will be recorded to enable us to be able to carry out our responsibilities as a local authority and for monitoring and training purposes; this includes voice and screen capture and may be used for fraud detection and prevention.

**E. Service Analysis** Transaction details are recorded on a Customer Relationship Management system to allow all your contacts with Citizens Services to be processed more effectively, for quality control purposes and to deliver a more joined up service for you

**F. CCTV** – All CCTV is recorded to act as a deterrent in preventing crime and for ensuring public safety. It will also be used for training and monitoring purposes

**G. Translation and Interpreting**– to provide translation and interpreting services.

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



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

The information below shows the legal bases we are relying on for citizen services to use your personal information in all interactions, including Translation and interpreting services.

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 as follows:

- **Public interest**, for Citizen Services Call Recorder under the Localism Act 2011
- **Public Task** for the use of CCTV is under our statutory obligation under Health and Safety at Work , preventing or detecting unlawful acts and Crime and Disorder Act.
- **Substantial Public interest**, where we process special category data in our processes such as Call Recording, and Translation Services, to meet our statutory and government purposes, preventing fraud, supporting individuals with a particular disability or medical condition
- **Contract** for our Translation Service.
- **Legitimate Interest** for Citizen Identity Management CRM, Citizen Services Call Recorder, and CSP Queue Management System, ,

### 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:

- BCC (Bristol City Council) service providers, including Bristol Waste, internal departments, Department of Work and Pensions, Police, Probation Service, health providers and housing providers.
- Call Recordings & CCTV Data may be shared with internal departments for the purposes of fraud prevention and with external law enforcement agencies under 'common law' for the prevention of crime.

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:

- [Brightcloud](#) – supply our telephony service
- [Calabrio](#) – provide a platform our call recordings to be held for 12 months, along with playback and quality assurance



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- [Cisco](#) provide our telephony platform Webex where all calls are recorded and held for a month, before being moved over to Calabrio
- [Microsoft](#) provide our CRM (Dynamics 365) where all customer contact is recorded, name, email and Tel no.
- [Panacea Applications Limited](#) provide the translation and interpreting booking portal.
- [Esendex UK: SMS & Business Messaging Solutions](#) provide a text messaging service used by the translation and interpreting team, to communicate with interpreters.
- [Booking Lab](#) provide an appointment booking system.

The parties involved in providing translation and interpreting services

1. **Bristol City Council Casual Workers**
2. **Contracted Suppliers:** Supreme Linguistic Services Ltd, PAB Languages Centre Limited, Signing Works, Oncall Interpreters Ltd, The Royal Association for Deaf People, Migrant Help Trading Ltd T/A Clear Voice Involve Visual Collaboration Ltd, Language Empire Ltd T/A Translation Empire Ltd, Translation Empire Ltd, The Big Word, Absolute Interpreting and Translations, Language Line Solutions, Drip Media Limited, Lipspeaker UK Ltd.
3. **Non-Contracted Suppliers:** A2i Transcription Services, Language Services UK Ltd, Word Language Services Ltd, ACE Language Services, Birmingham City Council - Brasshouse Translation & Interpreting Services, Leeds City Council, Easy and Clear.
4. **BSL Interpreters, NRPSI interpreter**, registered with the relevant body.

### 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.

### 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:



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- **Front Line Information** will be held in the line of business system and retention will be determined by the processing team. Further information relating to this can be found on the privacy notice for each service.
- **Sanction Letter** We will retain this information for the entirety of the sanction and sanctions can be from 3 months to life related to the severity of the incident.
- **Citizen Engagement** We will retain your data for a period of 2 years, after this time your information will be deleted.
- **Call Recordings** Will be retained for a period of 1 year, after this time the information will be deleted.
- **Service Analysis Details** are held on the Customer Relationship Management system whilst the user remains an active case. All active users are reviewed regularly, and if there has been 12 months of inactivity, they are reviewed, disabled and archived.
- **CCTV** recordings will be retained for a period of 4 months, after this time the information will be deleted.
- **Panacea** all information pertaining to translation and interpreting services will be retained for a 6-year period.
- **Esendex** all information is retained for a 12-month period.

### 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](mailto:data.protection@bristol.gov.uk) or by writing to our data protection officer at:



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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 26/11/26

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