

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](#)

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
- Address, including e-mail address
- Phone Number
- Bank account details, including postal account, if relevant
- Payment card details

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:

- Company registers
- Online search engines
- Health and education providers
- Commissioned partners & other service providers that we subscribe to

How do we use your personal information?

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

- To make accurate & timely payments to you for goods, services or works provided
- To make accurate & timely payments to you for personal direct payments, support payments, reimbursements, compensation, refunds, grants, incentives etc.
- To enable us to contact you if there are any queries regarding these payments, or to verify changes to the details that you have provided.
- To enable us to operate an early payment rebate scheme.
- To enable us to carry-out compliance & anti-fraud activities.
- To enable us to carry-out Procurement activities.

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- To enable us to carry-out expenditure monitoring, or other data analysis.
- To enable us to co-operate with internal and external audits, or compliance reviews from external bodies (e.g. HMRC, National Fraud Initiative).

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:

- Oxygen Finance Limited (Early payment rebate scheme operator. Further information on the scheme is available here: <https://www.bristol.gov.uk/tenders-contract/supplier-incentive-scheme>)
- Fiscal Technologies Ltd (Payment auditing/anti-fraud checking software)

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:

- NatWest Bank (Via BACS payment system) <https://www.natwest.com/content/dam/natwest/personal/Privacy/NW-privacy-notice-21102021.pdf> and Paygate (BACS payments) <https://www.paygate.uk/privacy-statement/>
- Agilisys Limited (As host of the finance system)
- Fiscal Technologies Ltd (Payment auditing/anti-fraud checking software) <https://fiscaltec.com/privacy-policy/>
- Oxygen Finance Limited (Early payment rebate scheme operator. Further information on the scheme is available here: <https://www.bristol.gov.uk/tenders-contract/supplier-incentive-scheme>) <https://www.oxygen-finance.com/wp-content/uploads/2021/08/Oxygen-Finance-Privacy-Policy.pdf>

Will my personal data be sent outside the UK?

We do not send any personal data outside of 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.



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Personal information

Our legal bases for using your personal information are:

- Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in Bristol City Council (i.e. provide essential services)
- Processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract (i.e. make payments)
- Processing is necessary for compliance with a legal obligation to which Bristol City Council is subject (i.e. produce auditable accounts)

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:

- We will hold this information for up to 7 years following the last transaction, at which point it will be deleted.

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

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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/>

Surveys

From time to time we will conduct surveys to establish information to assist us in gaining your direct thoughts and opinions on our public services.

Each Survey will invite you to participate; this will be classed as asking for your consent to participate; your information gathered at the time of the survey will be only used for that purpose of the survey and will not assume consent for any other purpose. Where Consultant companies (3rd parties) are used by Bristol City Council for a specific survey, these will be specified in the Survey's purpose statement.

Details of the purpose and scope of the Survey will be made clear for each Survey we may ask you to participate in, this will provide you with the details for you to clearly decide if you want to consent to participate in the Survey.

Personal data collected during the survey will be deleted upon the completion of the survey analysis and will not be stored or used for any other purpose. Each Survey will request your consent each time you participate.

Participation in our surveys will not impact or influence any future mailing preferences in the future and unless otherwise stated your participation will be anonymous