



Privacy Notice Bristol City Council

Privacy Notice

Who we are

Bristol City Council (BCC) 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](#)

The Revenues and Benefits Service processes your personal data to determine entitlement to and make awards of Housing Benefit (HB), Council Tax Reduction (CTR) and Discretionary Housing Payments (DHP). These are benefits, discounts and payments that are applied for by you directly to us, or via the Department for Work and Pensions. They are to support you if you have a low income.

For determining entitlement to and making awards for HB, BCC is a joint data controller with:

- The Department for Work and Pensions (DWP)

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
- National Insurance Number
- Name and date of birth for any dependent children that you have
- Name and date of birth for any other members of your household
- Financial information for all the above, including benefits and tax credits, earnings, capital, pensions, and employer details
- Your address
- Information about your accommodation. This includes the address of your accommodation and your landlord's contact details (including their address) (HB and DHP only)



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- Details of immigration status and/or nationality for you and your partner (if you have one)
- Employment history for you and your partner (if you have one) where this is relevant to administration of HB/CTR/DHP
- Health information, including disability, for any members of your household where this is relevant to administration of HB/CTR/DHP
- IP address where a claim is made or a change in circumstances is reported online (HB only)

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 the DWP and HM Revenues and Customs (HMRC). We also get information from Bristol Water and Wessex Water if you have a social tariff with them.

How do we use your personal information?

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

We will use this data for assessing your entitlement to HB/CTR/DHP. We will also use the data to plan future services (e.g. when we review the CTR scheme each year).

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 to exercise our tasks in the public interest. This is to assess your entitlement to and make awards for HB/CTR/DHP in accordance with the requirements of the Social Security Administration Act 1992, Local Government Finance Act 1992, Council Tax Reduction Schemes (England) 2012 and the Discretionary Financial Assistance Regulations 2001 (and any other secondary and subsequent legislation which applies).

Special category (sensitive) personal information/criminal offence personal information

Our additional legal basis for using your special category information is to comply with our obligations in connection with employment, social security, and social protection law.



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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:

- Electoral Services to ensure that the electoral register is kept up to date
- Environmental Health to fulfil any of their duties under section 237 of the Housing Act 2004
- Education and Skills to ensure take up of Free School Meals for households who are on a low income
- Housing Options to provide advice and support to households who either are, or at risk of becoming, homeless.
- Central government bodies such as the DWP and HMRC
- Other local authorities, if necessary, to correctly administer your award/discount and prevent fraud
- Other government agencies (including the police) if we are required to do so by law
- Bristol Water and Wessex Water to ensure take up of their social tariffs for households who have a low income

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:

- Outsourcing companies who process HB/CTR/DHP applications and awards on our behalf
- Companies who provide software solutions that we use to administer HB/CTR/DHP
- Debt collection agencies. Enforcement Agents, Bristow & Sutor and Marston Recovery, part of Marston Holdings who both recover monies owed to the council. [Privacy & Cookie Policy | Bristow & Sutor](#) and www.marstonholdings.co.uk/marston-holdings-privacy-notice/
- Xerox for print and mail services. www.xerox.co.uk/en-gb/about/privacy-policy, plus sub processors to deliver this function on occasion.
- Telsolutions Ltd to run communication campaigns. www.telsolutions.co.uk/privacy-policy

Bristol City Council use Telsolutions data enrichment product that uses all publicly available data from [Experian](#), GB Group, [LexisNexis](#) and [Transunion UK](#) in order to enable Bristol City Council to obtain additional contact information for outstanding charges, to aid recovery purposes.

Data subjects can make contact with Telsolutions by writing to their head office- 84 Greenways Business Centre, Harlow, Essex, CM19 5QE.



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Data subjects can make contact with GB Group by writing to their head office-. The Foundation, Herons Way, Chester, CH4 9GB.

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:

- A maximum of 6 years after all activity on your HB/CTR/DHP award has ended. Any information related to a current award for HB/CTR/DHP will be held without an end date.

After this, your personal information 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 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](#).



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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: 15th January 2026

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