

Privacy Notice - Bristol City Council – Council Tax



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
- Email address
- Address
- Phone number
- Internal ID
- Online identifiers
- Financial information
- Gender
- Employment details
- National Insurance number
- Benefit details
- Other information that may be required to check your entitlement to discounts and exemptions.
- Additional categories of information pertaining to enforcement activities or the recovery of outstanding debts.

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:

- Internal council departments
- Technology you use to access our services.
- Information you make public on social media.

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- Information from publicly available sources (press, electoral register, company registers and other public records, online search engines)
- Your landlord, letting agent, or former occupier.
- Your university/college
- Solicitor
- Land Registry
- Advice agency
- Credit reference agencies
- Commissioned partners
- Health providers
- Family members
- Your legal representative
- Referees
- Employers
- Regulatory bodies
- Police
- Other local authorities

How do we use your personal information?

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

Your information will be used so that we can administer and collect council tax in accordance with the Local Government Finance Act 1992 (and any subsequent legislation which applies).

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:

- Internal Bristol City Council departments
- Insolvency practitioners
- Local authorities
- Police

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- Government and Government agencies, including the Money Advice Service (formerly known as the Money Advice and Pensions Service), also known as Money Advisor Network, also known as Moneyhelper
- Office for National Statistics
- HM Courts and Tribunal Service

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:

- Document Output Solutions UK Ltd for creation of documents. www.paris-software.com/privacy-policy
- Xerox for print and mail services www.xerox.co.uk/en-gb/about/privacy-policy, plus sub processors to deliver this function on occasion.
- Govtech Solutions Ltd for administration of council tax. www.govtech.co.uk/gdpr-privacy-policy
- Telsolutions Ltd in order to run communication campaigns. www.telsolutions.co.uk/privacy-policy. Bristol City Council use the data enrichment product from Telsolutions Ltd 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 to aid the recovery of outstanding debts.
 - Data subjects can make contact with Telsolutions Ltd by writing to their head office - 84 Greenways Business Centre, Harlow, Essex, CM19 5QE.
 - Data subjects can make contact with GB Group plc by writing to their head office - The Foundation, Herons Way, Chester Business Park, Chester, CH4 9GB.
- Destin Solutions Ltd to monitor new build or rebuild properties and monitor existing properties that are empty. www.destin.co.uk/privacy/
- Enforcement Agents, Bristow & Sutor and Marston Recovery, part of Marston Holdings, who both recover council tax debts. <https://www.bristowsutor.co.uk/data-privacy-notice> & www.marstonholdings.co.uk/marston-holdings-privacy-notice/
- NEC Software Solutions Ltd who undertake single person discount reviews on our behalf. www.necsws.com/privacy-notice
- Ascendant Solutions Ltd to assist with identifying vulnerability and propensity to pay. <https://fas.ascendantsol.co.uk/Docs/ASL%20GDPR%20Privacy%20Notice%20-%20Published.pdf>

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- Policy in Practice who engage with and support customers to maximise their income. www.policyinpractice.co.uk/privacy/
- Sigma Connected who, under their 'Reach Out' service, engage and support customers with debt. www.sigmacconnected.com/privacy-policy/
- Greenhalgh Kerr who undertake work to recover unpaid local taxation. www.greenhalghkerr.com/privacy-policy.

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.

Personal information

Our legal bases for using your personal information are to meet our legal obligations (Article 6(c) of the UK GDPR) and to exercise our tasks in the public interest (Article 6(e) of the UK GDPR).

The Council has a legal obligation to process information pertaining to Council Tax under the Local Government Finance Act 1992.

The overarching legal gateway for the processing is provided by section 111 of the Local Government Act 1972, which allows local authorities “to do anything... which is calculated to facilitate, or is conducive or incidental, to the discharge of any of their functions”.

If you ask us to provide your contact details to Money Advice Service (formerly known as the Money Advice and Pensions Service), also known as Money Advisor Network, also known as Moneyhelper, our lawful basis for processing will be Consent.

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Special category (sensitive) personal information / Criminal offence data

Our additional legal basis for processing your special category information is that of Article 9(g) of the UK GDPR – Substantial Public Interest.

Our Schedule 1 condition for processing under Article 9(g) is Statutory or Government Purposes.

How long we will keep your personal information?

We keep data for current taxpayers back to the start of Council Tax in 1993 because there has yet to be a revaluation of current bands. Therefore, it is possible for an adjustment to be required back to the start of the tax.

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

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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: December 2026

Version number for this privacy notice: 2.06