

Privacy Notice

Bristol City Council is the data controller for the purposes of the Data Protection Act 2018 and other regulations including the General Data Protection Regulation (Regulation (EU) 2016/679), 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 at <https://bristol.gov.uk>.

For **Digital Access – Laptop Scheme** BCC is the data controller. We will employ Bristol Waste as a data processor in order to fulfil warranty.

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, date of birth, email address, address, phone number, gender, education, employment, family, lifestyle and social circumstances, physical or mental health details, race or ethnic origin

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 health and education providers.

How do we use your personal information?

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

- To identify local residents who are eligible for the Digital Access – Laptop project
- To make contact with residents to offer them the opportunity to participate in the scheme.
- To provide technical support and fulfil laptop warranty obligations.
- To monitor the outcomes, impact and success of the project.
- To collate non-individualised reports on the project and its participants.

Our use of cookies on our websites

We sometimes store small files called [cookies](#) on your computer or other device to help improve your experience on our website.

We collect web statistics automatically about your visit to our site based on your IP address. This information is used to help us to improve your experience on our website.

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 your consent or it is necessary or required by law. We will only share the minimum information for each circumstance.

We may also use data processors to support our activities, for example by providing systems we need or delivering services on our behalf.

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 exercise our tasks in the public interest and consent.

Special category (sensitive) personal information

Our additional legal bases for using your special category information will be explicit consent.

How long we will keep your personal information?

We will hold this information for as long as it is needed or 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:

- Maximum of 6 years in line with Bristol City Council Adult and Community Learning data retention schedules.

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 your rights can be found in our [main privacy notice](#). To access a copy of your personal information, more details and how to make a request can be found on our website [here](#). To update or correct your information if it is inaccurate please contact Citizens Services [here](#).

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

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/>

Fraud Prevention and Detection:

Bristol City Council is required by law to protect the public funds it administers. It may share information provided to it with other bodies responsible for auditing, administering public funds, or where undertaking a public function, in order to prevent and detect fraud. For more information visit www.bristol.gov.uk/data-protection-foi/fraud-prevention-and-detection.