

Privacy Notice: website and digital services feedback forms

Bristol City Council is the data controller for the purposes of the Data Protection Act 1998 and other regulations including the General Data Protection Regulation (Regulation (EU) 2016/679), which means it determines what your data is used for and why it is collected. The purpose of this privacy notice is to tell you about what information we collect about you when you use our service, how we use that information and who we may share it with.

The contact details of the data controller are website@bristol.gov.uk

What data we need to collect and the legal basis for processing it:

To provide this service, we will process any information you give us on the website feedback and digital services online forms. We are collecting this data to help us understand what issues or problems you had when trying to use the website.

How long we will keep your data for:

We will hold this information for 12 months. After this, your information will be deleted.

Why we need to collect your data:

We will use this information to understand the problem you had on the website and use it to help us fix something that's broken or make an improvement.

Who we share your data with and why:

This data will be shared with other teams within the council and sometimes with third parties if they provide a service for us, so that we can fix a problem or make improvements.

Your rights as a data subject:

You have the right to ask for access to your data and where data is found to be inaccurate to have that data corrected. In certain circumstances you have the right to have data held about you erased, or the use of it restricted. You may be able to object to processing and may also have the right to have your data transferred to another data controller.

You also have a right of complaint to the Information Commissioner's Office (ICO) at www.ico.org.uk if you think we have not dealt with your information in a proper manner.

You can ask to see what information we hold about you and have access to it. You can do this by contacting:

Senior Data Protection Officer
Bristol City Council
ICT Commissioning and Information Governance
P O Box 3176

BRISTOL
BS3 9FS
Data.protection@bristol.gov.uk

Other questions about the data being processed may also be sent to the above address.

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.

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