



Privacy Notice - Bristol City Council

Privacy Notice – Reablement Service.

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
- Date Of Birth
- ID number
- Location
- Contact phone number and or email address
- Information on your familial situation
- Education and professional training
- Employment history
- Emotional needs

We will also collect and use some or all of the special category information below:

- Racial and ethnic information
- Religion
- Physical or mental health conditions
- Sexuality information

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, family members, referees, employers, police, and other local authorities.

How do we use your personal information?

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

- Under our duties under the Care Act 2014 we will use this information to understand and assess your social care needs through an assessment or equivalent document. If you are assessed as having eligible needs, we will create a support plan with you. This may be shared with other professionals and providers of services that may be able to support you in meeting your needs.



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- Information such as relevant correspondence and case notes will also be collected and stored on your file in relation to your social care needs.
- Under the Care Act we will also use information under our safeguarding responsibilities to adults with care and support needs that may be experiencing, or at risk of, abuse or neglect and are unable to protect themselves because of these. This information will be shared with multi-agency partners such as health professionals and the Police on a need-to-know basis.

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:

- Connecting Care
 - Connecting Care can be accessed by other staff involved in your care and your general well-being. Staff will only have access to the information they need to help deliver the right service to you. If you wish to know more about Connecting Care, how it works and what your rights are, you can visit:
<https://www.bristolccg.nhs.uk/about-us/how-we-use-your-information/connecting-care/>
- Appropriate Bodies According to the Mental Health Act
 - If you require assessment under the Mental Health Act, your personal information will be shared as per the provisions required to provide appropriate levels of care
 - Appropriate bodies – hospitals and court guardianship orders.
- Relevant Person's Representatives
 - We will consult with the Relevant Person's Representative or an interested party in matters relating to Deprivation of Liberty Safeguards as part of the assessment process.
- Other Relevant Professionals and Agencies
 - We will also share this information with any other relevant professionals and agencies in order to safeguard the Article 5 right of the relevant person.
- Avon and Somerset Constabulary and other police forces
- Sirona
- NHS Trusts

The above information is stored on a secure database system known as CareFor, BCC LAS and Sharepoint. If information is shared with others such as health professionals, this will be done by secure methods.

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.



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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.

Personal information

Our legal basis for processing your personal information include the following:

- Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Bristol City Council.
 - Our legal gateway for processing this information under Article 6(e) of the UK GDPR is Section 111 of the Local Government Act 1972. Processing is necessary for compliance with a legal obligation to which the Bristol City Council is subject.
 - The Care Act 2014
 - Mental Capacity Act 2005
 - Mental Health Act 1983
- Processing is necessary in order to protect the vital interests of the data subject or of another natural person

Special Category Data

Our legal basis for processing your special category information include the following:

- Processing is necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of employment and social security and social protection law in so far as it is authorised by domestic law or a collective agreement pursuant to domestic law providing for appropriate safeguards for the fundamental rights and the interests of the data subject
- Processing is necessary to protect the vital interests of the data subject or of another natural person where the data subject is physically or legally incapable of giving consent
- Processing is necessary for reasons of substantial public interest, on the basis of domestic law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject domestic law
 - Our Schedule 1 conditions for processing this information are:
 - Health and Social Care Purposes
 - Statutory and Government Purposes
 - Regulatory Requirements
- Processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social



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care systems and services on the basis of domestic law or pursuant to contract with a health professional

How long will we 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. Information may be retained for up to 6 years from the close of service.

Please see the Bristol City Council Data Retention Policy for details.

<https://www.bristol.gov.uk/files/documents/873-record-retention-schedule>

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

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/>

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