

ROADS Privacy Notice

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:

- Your personal details including name, age, gender, date of birth, address details, sexuality, disability status and ethnicity
- Your Next of Kin and/or emergency contact
- Your risk information, both to yourself and to others
- Your health information, including past and current substance use, injecting status, mental and physical health, medications and medical history
- Your housing status
- Your social situation, including relationships with friends and family
- Your employment and financial status
- Whether you are a parent, pregnant, details of any children you have or live with and any involvement with Social Services
- A record of your sessions with treatment and support providers
- Any past and present offending
- Any equipment supplied through BDP needle exchange. Information regarding needle exchange equipment is only made available to members of the Needle Exchange team

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 providers
- commissioned partners
 - ARA
 - BDP
 - BrisDoc



Privacy Notice Bristol City Council

- BSDAS
- DHI
- GP Surgeries
- Hawkspring
- The Junction Project
- The Salvation Army

How do we use your personal information?

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

- meet your needs and make sure that you receive the most appropriate support and treatment
- monitor and improve the drugs and alcohol services in Bristol
- ensure continued funding for drugs and alcohol services in the future.
- It also means that you don't have to repeat yourself to different workers or organisations.

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:

- Commissioned partners (outlined above)
- Pharmacies
- other organisations such as the NHS
- other providers of physical and mental health care
- Councils/Local Authorities
- Department of Work and Pensions
- the Ministry of Justice
- housing
- social care
- employment and training services

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.



Privacy Notice Bristol City Council

Personal information

Our legal bases for using your personal information are to

- meet our legal obligations under:
 - Care Act 2014
 - Childcare Act 2006
 - Children Act 2004
 - Crime and Disorder Act 1998
 - Digital Economy Act 2017
 - Health and Social Care (Quality & Safety) Act 2015
 - National Health Service Act 1977
 - National Health Service Act 2006.
- exercise our tasks in the public interest

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

Our additional legal bases for using your special category information are:

- the delivery of health and social care services
- social security and social protection
- public health/archiving

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:

- We will hold this information for eight years after treatment or support ends.

After this, your personal information will be archived.

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](#).



Privacy Notice Bristol City Council

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/>

Surveys

From time to time we will conduct surveys to establish information to assist us in gaining your direct thoughts and opinions on our public services.

Each Survey will invite you to participate; this will be classed as asking for your consent to participate; your information gathered at the time of the survey will be only used for that purpose of the survey and will not assume consent for any other purpose. Where Consultant companies (3rd parties) are used by Bristol City Council for a specific survey, these will be specified in the Survey's purpose statement.

Details of the purpose and scope of the Survey will be made clear for each Survey we may ask you to participate in, this will provide you with the details for you to clearly decide if you want to consent to participate in the Survey.

Personal data collected during the survey will be deleted upon the completion of the survey analysis and will not be stored or used for any other purpose. Each Survey will request your consent each time you participate.

Participation in our surveys will not impact or influence any future mailing preferences in the future and unless otherwise stated your participation will be anonymous