

Privacy Notice for Translation and Interpreting Service Providers

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:

Service Providers

The service provider is the person requesting the service. The service provider could be Bristol City Council or an external organisation.

Name, job title, organisation name, organisation address, telephone number, gender, email address.

Service User

The service user is the person who is receiving the service, from the service provider. We routinely collect:

Service users name, address, telephone number and language. We may also collect data where we receive it from the service provider such as NHS number or where we receive it in the form of a document to translate.

How do we use your personal information?

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

- To provide translation and interpreting services.
- To raise invoices for payment



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Who else might we share your personal information with?

We will share your information with the supplier who is contracted by us to deliver the service. We will share only the minimum information for each circumstance. We may share some of your personal information with one or more of the following:

- The parties attending and booking interpreting appointments or involved in translating, proof-reading, or processing written work, as necessary to enable the smooth running and fulfilment of these services, including our 3rd party suppliers.
- - AA Global
 - Signing Works
 - (GDA) Gloucester Deaf Association
 - TIS casual workers
 - TIS BSL interpreters
 - Coventry City Council
 - Birmingham City Council
 - Leeds City Council
 - Stoke City Council
 - A2i
 - NRPSI (National Register of Public Service Interpreters)
- The parties responsible for processing invoicing, charging or payment of services fulfilled.
- The support team at Panacea Applications Limited to enable the provision of proactive and reactive user support in relation to the use of Panacea Software to manage our translation and interpreting service.
- We may share your data with other departments within the council where a safeguarding issue has been raised.

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 using your personal information is to perform a contract with you.



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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 a period of 6 years.

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 the [data protection subject access requests page on the council website](#).

To update or correct your information if it is inaccurate, please [contact TIS@bristol.gov.uk](mailto:TIS@bristol.gov.uk)

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/>