

Your privacy is important to us and we take great care to protect it. We collect your personal details when you fill in a form, write us a letter or send us an email. We keep this information for the duration of our contact with you to help us deliver a better service to you. We are also required to provide specific information to our funders, in order to receive the funding; this may differ depending on the funder's requirements. By recording the correspondence between us we are able to provide you with a more tailored service to suit your needs, whilst enabling our team members to better understand any requirements you have. All our data processing is done in line with the General Data Protection Regulations 2018. We will hold your information for up to 30 years; the reason we hold it this long is to match the duration of the guarantee so that we can support you should you need to make a claim.

When you give us your information we will:

1. Use your details to provide other council services when you need them and combine them into one single record containing your basic details and information about your transactions.

This will help you because you won't have to repeat the same basic information all the time. It also helps us to deal with your requests more quickly and tailor our services to meet your needs.

Only basic customer data will be shared across the council. This will be your title, name, address, gender, date of birth and preferred contact details; email, home or mobile phone number. Where a mobile phone number has been provided this may be used to provide relevant messages to you in the future.

2. When we use authorised contractors or partner agencies (for example other councils or organisations) to deliver a service you have requested we will give them your details.

These contractors and organisations use the same security standards as the council and we will only pass them your details with your permission and only when you need a service that they provide on our behalf.

They are not allowed to share your details with anyone else for any other purpose.

3. Allow us to share your information with other councils and organisations. You will be told about this or asked to agree to this first, if we decide to share services with these organisations.

4. We may also give your data to the Cabinet Office and other bodies so they can use it to match against computer records held by other public bodies. This data is usually your personal information. Data matching allows them to spot potentially fraudulent claims and payments. Find out about the National Fraud Initiative and other data matching initiatives. Visit bristol.gov.uk/nfi

5. We may also use your data to identify, understand and meet the needs of individuals and families who will benefit from a multi- agency response. For more information about this please visit www.bristol.gov.uk/thinkfamily

6. We collect data to help improve the health and wellbeing of Bristol residents. Find out more from www.bristol.gov.uk/social-care-health/healthy-living

7. We may also share your information without asking you if the law says we must or there is a risk of serious harm or threat to life.

We will always ask you before we use it for any other reason and would only use it for marketing with your prior consent.

To help answer any questions you may have about how we handle your information we have created a Frequently Asked Questions sheet which can be accessed via the privacy pages <https://www.bristol.gov.uk/about-our-website/privacy>

How to see the information we hold about you:

Under the Data Protection Act 1998, you can ask us for the following information:

- clarification that your personal data is being processed by the Council
- a description and copy of personal data through a Subject Access Request
- the reasons why the data is being processed
- details of who we have or might give it to

If you wish to see information held by the council about you, please make a Subject Access Request by email at data.protection@bristol.gov.uk or by writing to The Data Protection Officer, Bristol City Council, City Hall, College Green, Bristol, BS1 5TR, and they will send you the appropriate form and advise you of the process and fee for this service.

If you wish to opt out of the sharing of your basic details as identified above (meaning that you will need to repeat the same basic information each time you contact the council) please complete the online form at www.bristol.gov.uk/optout or by writing to The Data Protection Officer as detailed above. If you have previously requested this your status will remain 'opted out' and you do not need to opt out again.