

Bristol City Council is the data controller for the purposes of the Data Protection Act 1998 and other relevant 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 policy 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.

Bristol City Council
ICT Commissioning and Information Governance
P O Box 3176
BRISTOL
BS3 9FS

Data.protection@bristol.gov.uk

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

To deliver this service, we may process your **name, phone number, email address and postal address (if applicable)**. We are collecting this data in order to be able to contact you where further information may be required in order to process your enquiry.

Failure to allow this operation as item 1 to process this data will result in us being unable to contact you and will be unable to identify you should you attempt to chase an enquiry.

How long we will keep your data for:

We will hold this data for the period of up to 24 months for ephemeral items or longer as required in association with the nature of the enquiry.

Why we need to collect your data:

We will use this information for the purpose of answering/resolving enquiries.

Who we share your data with and why:

Your **name, email address and phone number** will be used internally to Bristol City Council and, where applicable, to our contractors/suppliers and partners.

Your rights as a data subject:

You have the right to request 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 have the right to have any inaccurate information corrected. You also have a right of complaint to the Information Commissioner's Office (ICO) at www.ico.org.uk if you think we have dealt with your information in an inappropriate manner.



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

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Any further questions regarding the data being processed may also be sent to the above address or to the data controller.