

# Privacy Notice

Bristol City Council is the data controller for the purposes of the Data Protection Act 1998 and other 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 notice 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, Pest Control Services, Bristol City Council, City Hall, PO Box 3176, Bristol BS3 9FS

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

To provide this service, we will process Name, Address, Contact Telephone Numbers, Email address. We are collecting this data because it is necessary to carry out the work you have requested as per contractual agreement. For chargeable work where prepayment is required using Credit/Debit cards, we follow and strictly adhere to current financial regulations.

*(If data is processed due to a contractual or legal obligation)* If you don't allow us to use your data this will mean that we will not be able to provide the service.

## **How long we will keep your data for:**

We will hold this information for 7 years. After this, your information will be deleted or archived.

## **Why we need to collect your data:**

We will use this information for statistics and to comply with financial regulations.

## **Who we share your data with and why**

This data will be shared with Customer Service Centre, Environmental Health Departments using CIVICA, ABS administration teams.

## **(Your rights as a data subject:**

You have the right to ask for 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 also have a right of complaint to the Information Commissioner's Office (ICO) at [www.ico.org.uk](http://www.ico.org.uk) if you think we have not dealt with your information in a proper manner.

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

Senior Data Protection Officer  
Bristol City Council  
ICT Commissioning and Information Governance



P O Box 3176  
BRISTOL  
BS3 9FS  
[Data.protection@bristol.gov.uk](mailto:Data.protection@bristol.gov.uk)

Other questions about the data being processed may also be sent to the above address.

### **Fraud Prevention and Detection:**

Bristol City Council is required by law to protect the public funds it administers. It may share information provided to it with other bodies responsible for auditing, administering public funds, or where undertaking a public function, in order to prevent and detect fraud. For more information visit [www.bristol.gov.uk/data-protection-foi/fraud-prevention-and-detection](http://www.bristol.gov.uk/data-protection-foi/fraud-prevention-and-detection).