



Privacy Notice Bristol City Council

Privacy Notice: Bristol City Council Retrofit Scheme Survey

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](#).

This notice relates to data collected through the Bristol City Council Retrofit Scheme Survey and a series of follow-up online workshops with survey respondents who indicate they would like to be considered to participate in these workshops. Bristol City Council has contracted the Centre for Sustainable Energy (CSE) to develop the survey, facilitate the workshops, analyse the results and to make initial recommendations about what to include in the design of a Bristol retrofit scheme. Bristol City Council will then use these recommendations to design a future local retrofit scheme.

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:

- Name – this was provided in your application to the Bright Green Homes scheme.
- Email address – this was provided in your application to the Bright Green Homes scheme.
- Address – this was provided in your application to the Bright Green Homes scheme and will be collected again via the survey in question.
- Financial information (income and whether household is in receipt of any benefits) – this was provided in your application to the Bright Green Homes scheme.
- Household details (tenure and occupancy) – this was provided in your application to the Bright Green Homes scheme.
- Details of your property (e.g. type, Energy Performance Certificate rating, heating system) – some details were provided in your application to the Bright Green Homes scheme and further information will be collected via the survey in question.

We get most of this information from you and from what we learn about you through your use of our services, but we will also get some information about you from our commissioned partner, the Centre for Sustainable Energy, through your responses to the survey they are hosting.

How do we use your personal information?

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

The purpose of this survey is to understand more about your motivations for improving the energy efficiency of your home and what would help you to do so. Our aim is to design a future local retrofit



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scheme that can offer useful, high-quality support, for example tailored information, retrofit plans or financial incentives. Improving the energy efficiency of homes and increasing uptake of low carbon heating solutions is an important part of Bristol's One City Climate Strategy to decarbonise the city.

The purpose for which we are processing your address data is so that we can combine your survey responses with information you previously provided in your application to the Bright Green Homes scheme, like your home's Energy Performance Certificate rating. CSE will receive survey results including your address data and then will request BCC to send the corresponding results from the Bright Green Homes survey. CSE will match these data sets and then your address data will be removed before the survey results are analysed so your address will not form part of the analysis. Combining this information will give us a better understanding of your retrofit interests and needs.

The purpose for which we are processing your household data, financial data and details of your property is for CSE to analyse the information provided to make initial recommendations about what to include in the design of a Bristol retrofit scheme.

Your name and email address will be used by BCC to contact you if you indicate at the end of the survey that you would like to be considered to take part in an online workshop. BCC will also use this information to contact you if you win a free introductory retrofit guide through the prize draw related to the survey.

CSE will conduct online workshops with recruited participants and will record the workshops. Audio recordings will be transcribed by a transcription service. CSE will anonymise transcripts with pseudonyms.

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:

- [The Centre for Sustainable Energy](#) (CSE)

We may also use data processors to support our activities, for example by providing systems we need or delivering services on our behalf. These processors are:

- [Smartsurvey](#), a survey platform that CSE use to conduct surveys.
- [Bristol Transcription and Translation Services](#) who CSE will use to transcribe the audio files recorded during online workshops.

Will my personal data be sent outside the UK?

No personal information is routinely sent or held outside the UK. Should the transfer of personal information outside the UK become necessary, it will only take place if permitted by law, and then only where there are appropriate safeguards in place to protect the data.



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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.

Personal information

Our legal basis for using your personal information is to exercise our tasks in the public interest.

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:

- Personal Information – 2 Years

After this, your personal information will be deleted.

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](#).

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



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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/>