

Privacy Notice

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:

- Contact details (name, address, telephone number and e-mail address)
- Name, date of birth and national insurance number for you and your partner (if you have one)
- Name and date of birth for any dependent children that you have
- Name and date of birth for any other members of our household
- Financial information for all the above, including benefits and tax credits, earnings, capital, pensions, and employer details
- Information about personal circumstances that have resulted in a household being in crisis and therefore requiring emergency assistance.
- Information about your accommodation type and tenure.
- Details of immigration status (if applicable).
- Health information, including disability, for any members of your household where this is relevant
- Equalities information (age, gender, transgender status, ethnic origin, disability status).

We get most of this information from you and from what we learn about you through your use of our services, but we may also get some information about you from the DWP and Her Majesty's Revenues and Customs (HMRC).

How do we use your personal information?

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

We will use this data to assess entitlement to a Local Crisis and Prevention Fund grant award.



Privacy Notice Bristol City Council

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:

- Other services within the council to provide a service to you, ensure our records are kept up to date or otherwise where we are required or allowed to do so under other legislation.
- Central government bodies such as the DWP and HMRC
- Other local authorities if necessary, to correctly administer your award/discount and prevent fraud
- Other government agencies (including the police) if we are required to do so by law

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:

- Outsourcing companies who process Local Crisis and prevention Fund applications and awards on our behalf
- Companies who provide software solutions that we use to administer The Local Crisis and Prevention Fund

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.

What is the legal basis for our use of your personal information?

Our legal bases for processing your information are provided under Section 6(e) of the UK GDPR - processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Bristol City Council; and Section 6(c) - processing is necessary for compliance with a legal obligation to which Bristol City Council is subject.

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



Privacy Notice Bristol City Council

Information regarding DWP benefits and HMRC tax credits can be shared by the DWP and used by us for the purposes of Local Welfare Provision under the Welfare Reform Act 2012 and the Social Security (Information-sharing in relation to Welfare Services etc.) Amendment and Prescribed Bodies Regulations 2013.

The General Power of Competence under Localism Act 2011 (which replaces the wellbeing provisions within the Local Government Act 2000) enables us to do things that an individual may generally do. Previous government guidance stated that Local Welfare Provision can be provided via a number of powers that a council has and specifically mentioned the wellbeing provisions in the 2000 Act that has been superseded by the 2011 Act.

Special category (sensitive) personal information/criminal offence personal information

Our additional legal basis for using your special category information is Article 9(b) of the UK GDPR - processing is necessary for the purposes of carrying out the obligations and exercising specific rights of Bristol City Council or of the data subject in the field of employment and social security and social protection law in so far as it is authorised by domestic law or a collective agreement pursuant to domestic law providing for appropriate safeguards for the fundamental rights and the interests of the data subject.

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:

- A maximum of 10 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



Privacy Notice 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/>

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 go to the [fraud prevention page on our website](#)

V4.4