



# Privacy Notice Bristol City Council

## Privacy Notice

### Who we are

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. This privacy notice should be read alongside the councils [Corporate Privacy Notice](#).

Our main address is City Hall, College Green, Bristol, BS1 5TR and our contact details can be found on [Bristol City Website](#)

The Revenues and Benefits Service processes your personal data to determine entitlement to and make awards Crisis Payments (CPs) under the Crisis and Resilience Fund. These are payments that are applied for by you directly to us. They are to support you with goods and/or emergency payments if you have a low income.

### What data we need to collect and use?

To provide this service, we will collect and use some or all 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).



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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 Department for Work and Pensions (DWP)
- His 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 your information to assess your eligibility for and entitlement to CPs.

## 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](#).

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.

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.) Regulations 2012 (as amended).

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 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 [delete if not applicable]**

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.



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## Who else might we share your personal information with?

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

- Furnished Homes, company number 3232146, registered office: Great Western Business Park, Armstrong Way, Yate BS37 5NG.
- SOFA Project, Charity number 287088 and Company number 01697726 registered office: 48-54 West Street, St Phillips, Bristol BS2 0BL.

## 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.

## 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:

- 10 years from end of the financial year in which the payment was made.

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 how we use and share your data and your rights can be found on our [Corporate 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](#).



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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](mailto:data.protection@bristol.gov.uk) or by writing to our data protection officer at:

Data Protection Officer  
Information Governance  
Bristol City Council  
City Hall  
PO Box 3399  
Bristol  
BS1 9NE

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/>

Next annual review date: 25<sup>th</sup> April 2027

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