

Privacy Notice

Bristol City Council is the data controller for the purposes of the Data Protection Act 2018 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.

Multi Disciplinary 4
Bristol City Council
PO Box 3176
Bristol
BS3 9FS
abandonedvehicles@bristol.gov.uk

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

To deliver this service, we will process your **name, phone number and email address**. We are collecting this data because it is necessary to process your request for the removal of an abandoned vehicle.

If you do not want Bristol City Council to process this data we will not be able to remove an abandoned vehicle.

How long we will keep your data for:

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

Why we need to collect your data:

We will use this information to process your request.

Who we share your data with and why:

Your **name, email address and phone number** may be used internally to Bristol City Council. It necessary, they may be shared with the Police and our approved vehicle removal company.

If we have obtained your consent to use your data:

You are freely able to withdraw your consent for us to process your information at any given time. However, removing your consent from any of the following: **name, phone number and email address** will result in no action being taken with the abandoned vehicle you are reporting.

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:

Bristol City Council
ICT Commissioning and Information Governance
P O Box 3176
BRISTOL
BS3 9FS
Data.protection@bristol.gov.uk

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