

Privacy Notice

Bristol City Council is the data controller for the purposes of the Data Protection Act 2018 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 Lindsay Hay, Neighbourhood Enforcement Team.

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

To provide this service, we will process your name, address, email and telephone number and taxi journey information. We are collecting this data because collecting this data is necessary to investigate your complaint relating to taxi's licensed by Bristol City Council.

How long we will keep your data for:

The period of time that we will hold this data for will depend on the length of the investigation and any enforcement action that follows. After this, your information will be deleted or archived.

Why we need to collect your data:

We will use this information for investigating your complaint relating to a taxi licensed by Bristol City Council.

If we have your consent to use your data:

You can withdraw your consent for us to process your information at any time.

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 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

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.