

## Privacy Notice – Citizen Services 12/05/2021

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?**

Citizen Services provide a 'front line' function on behalf of a number of council services and we will input the data in to the relevant processing teams systems.

To provide this service, we will collect and use some or all of the personal information below:

- Name
- address (including previous names & addresses)
- date of birth
- gender
- marital status
- telephone number
- email address
- health information (including GP details, letters from doctors and the medical profession and maternity certificates)
- financial information (including income, benefits, pensions, savings and investments)
- bank account details
- previous address history (including landlord relationship)
- criminal record
- national insurance number
- immigration status
- residential status
- eligibility to public funds
- economic status



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- preferred language
- tenancy type
- armed forces status
- employment status
- previous care leaver status
- employer details and job title
- race or ethnic origin
- religious or other beliefs of a similar nature

We will take copies of passports, birth certificates, child benefit award notices, tenancy agreements, notice to quit (NTQ) and any other legal documents required to support any service request/need. We may ask you to confirm account numbers you hold with us (council tax, housing benefit or rent account).

We get most of this information from you and from what we learn about you through your use of our services including your sign up to the Citizen Identity Portal. We may also get some information about you from:

- Medical professionals such as your GP
- Facebook
- Google
- Department of Work and Pensions
- Previous housing providers
- Probation Service
- Police
- Other Government agencies such as the Home Office
- Education providers
- Related financial bodies
- Our internal teams.

## How do we use your personal information?

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

A. To provide a frontline function on behalf of several council services and we will pass the data on to the relevant processing teams.

B. Sanction Letter Citizen Service's will collect information about individuals, who have behaved in a manner that has caused alarm or distress to staff, or other visitors in the public space. We are collecting this data because collecting this data is necessary to protect individuals in the citizen service space.



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C. Citizen Engagement Citizens have the opportunity to engage with us to improve our services. Their contact details will be retained, and they will be contacted periodically.

D. Call Recordings All calls will be recorded to enable us to be able to carry out our responsibilities as a local authority and for monitoring and training purposes; this includes voice and screen capture and may be used for fraud detection and prevention. The system has an automated 'pause and resume' function that blanks out both voice and screen capture whilst card payment information is taken.

E. Service Analysis Transaction details are recorded on a Customer Relationship Management system to allow all your contacts with Citizens Services to be processed more effectively and for quality control purposes.

In the following circumstances you are required by law or contract to provide personal information: to determine eligibility for access to services provided by public funds. Without providing required documentation/information, we would be unable to proceed with any service request.

## **Our use of cookies on our websites**

We sometimes store small files called [cookies](#) on your computer or other device to help improve your experience on our website.

We collect web statistics automatically about your visit to our site based on your IP address. This information is used to help us to improve your experience on our website.

## **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:

- BCC (Bristol City Council) service providers, including Bristol Waste, internal departments, Department of Work and Pensions, Police, Probation Service, health providers and housing providers.
- Call Recordings Data may be shared with internal departments for the purposes of fraud prevention and with external law enforcement agencies under 'common law' for the prevention of crime.

## **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 bases for using your personal information are to meet our legal obligations and exercise our tasks in the public interest.

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

Our additional legal bases for using your special category information are:-

9(2)(g) Reasons of substantial public interest, statutory and government purposes and preventing or detecting unlawful acts.

## 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. Front Line Information will be held in the line of business system and retention will be determined by the processing team. Further information relating to this can found on the privacy notice for each service.
- B. Sanction Letter We will retain this information for the entirety of the sanction and sanctions can be from 3 months to life related to the severity of the incident.
- C. Citizen Engagement We will retain your data for a period of 2 years, after this time your information will be deleted.
- D. Call Recordings Will be retained for a period of 1 year, after this time the information will be deleted.
- E. Service Analysis Details are held on the Customer Relationship Management system for an indefinite period if an active case, cases with 12 months of inactivity are reviewed, disabled and archived.

## 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.



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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](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  
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/>

## Surveys

From time to time we will conduct surveys to establish information to assist us in gaining your direct thoughts and opinions on our public services.

Each Survey will invite you to participate; this will be classed as asking for your consent to participate; your information gathered at the time of the survey will be only used for that purpose of the survey and will not assume consent for any other purpose. Where Consultant companies (3rd parties) are used by Bristol City Council for a specific survey, these will be specified in the Survey's purpose statement.

Details of the purpose and scope of the Survey will be made clear for each Survey we may ask you to participate in, this will provide you with the details for you to clearly decide if you want to consent to participate in the Survey.

Personal data collected during the survey will be deleted upon the completion of the survey analysis and will not be stored or used for any other purpose. Each Survey will request your consent each time you participate.

Participation in our surveys will not impact or influence any future mailing preferences in the future and unless otherwise stated your participation will be anonymous