

Privacy Notice Bristol City Council



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](#)

For administering Housing Benefit (HB) and Discretionary Housing Payments (DHP), Bristol City Council is a joint data controller with:

- The Department for Work and Pensions (DWP). You can see their privacy notice and find their contact details on the [GOV website](#).

To administer the Housing Benefit, Council Tax Reduction and Discretionary Housing Payments (HB/CTR/DHP) schemes, we will collect and use some or all the personal information below:

- 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 your accommodation. This includes the address of your accommodation and your landlord's contact details (including their address) (HB and DHP only)
- Details of immigration status and/or nationality for you and your partner (if you have one)
- Employment history for you and your partner (if you have one) where this is relevant to administration of HB/CTR/DHP
- Health information, including disability, for any members of your household where this is relevant to administration of HB/CTR/DHP
- Equalities information (age, gender, transgender status, ethnic origin, disability status, sexual orientation, and religion or belief). This will be anonymised when it is collected
- IP address where a claim is made or a change in circumstances is reported online (HB only)

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).



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How do we use your personal information?

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

We will use this data for assessing your entitlement to HB/CTR/DHP. We will also use the data to plan future services (e.g. when we review the CTR scheme each year).

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:

- Other services within the council to provide a service to you, ensure our records are kept up to date, to ensure our records are kept up to date, to determine entitlement to HB/CTR/DHP 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 HB/CTR/DHP applications and awards on our behalf
- Companies who provide software solutions that we use to administer HB/CTR/DHP
- Debt collection agencies. Enforcement Agents, Bristow & Sutor and Marston Recovery, part of Marston Holdings who both recover monies owed to the council.
www.bristowsutor.co.uk/policies/privacy-cookie-policy/ & www.marstonholdings.co.uk/marston-holdings-privacy-notice/
- Xerox for print and mail services. www.xerox.co.uk/en-gb/about/privacy-policy, plus sub processors to deliver this function on occasion.
- Telsolutions Ltd to run communication campaigns. www.telsolutions.co.uk/privacy-policy

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 exercise our tasks in the public interest. This is to assess your to HB/CTR/DHP in accordance with the requirements of the Social Security Administration Act 1992, Local Government Finance Act 1992, Council Tax Reduction Schemes (England) 2012 and the Discretionary Financial Assistance Regulations 2001 (and any other secondary and subsequent legislation which applies).

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

Our additional legal bases for using your special category information is to comply with our obligations in connection with employment, social security, and social protection law.

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. Any information related to a current award for HB/CTR/DHP will be held without an end date

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](#).

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](#).

To update or correct your information if it is inaccurate please [contact Citizens Services](#).

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



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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/>

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, to prevent and detect fraud. For more information go to the [fraud prevention page on our website](#)

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