

# Privacy Notice (for social media)

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Bristol City Council is the data controller for the purposes of the Data Protection Act 1998 and other relevant regulations. 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 Bristol City Council.

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

To deliver this service (dealing with enquiries received via Facebook and Twitter) we will occasionally process personal data such as name, address, gender, disability and access requirements, email address. This information is sometimes shared with us via private messages on social media and may be passed to other departments within the council or its partners in order to find a resolution to an enquiry. We are collecting this data in the public interest so we can resolve enquiries from *members of the public*.

## **How long we will keep your data for:**

We will delete this information once the enquiry is resolved.

## **Why we need to collect your data:**

We will use this information to resolve issues highlighted to us via social media.

## **Who we share your data with and why:**

This data will be disclosed in the public interest to relevant BCC teams as required so they can respond to public communications and enquiries.

## **Where we have obtained your data from a third party:**

Occasionally a third party may contact us on behalf of someone else. This privacy notice will be available to view on BCC's website.

## **Yours 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 as well as the right to have your data transferred to another data controller.

You have the right to object to the processing of your information and 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](http://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:

Senior Data Protection Officer

Bristol City Council

ICT Commissioning and Information Governance

P O Box 3176

BRISTOL

BS3 9FS

[Data.protection@bristol.gov.uk](mailto: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.

### **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 <https://www.bristol.gov.uk/data-protection-foi/fraud-prevention-and-detection>