



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](#)

What data we need to collect and use?

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

- Name
- Email address
- Company name
- Job title (linked to company name)

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:

- **Online identifiers e.g., cookies, IP addresses, tracking tools,**
- **signing up to our mailing list,**
- **use of the contact form to get in touch.**

How do we use your personal information?

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

We will use this information for:

- the purposes of communicating with citizens and stakeholders about the regeneration of the Temple Quarter area.
- consulting on and engaging people with different aspects of the project.
- communicating important operational updates.
- performing and entering into contracts with suppliers.
- managing complaints and enquiries. This includes sending information about the Temple Quarter regeneration project through the Temple Quarter newsletter, hosted on Mailchimp, if you have signed up to receive updates.



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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:

- **Data may be shared with other departments and officers at Bristol City Council and with the Bristol Temple Regeneration programme partners: Homes England, Network Rail and the West of England Combined Authority in order to carry out the function of regenerating the Temple Quarter area and communicating openly and effectively about our activities.**

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:

- **Granicus:** [Privacy Policy | Let's Talk Granicus and Bang The Table \(letstalkgranicusandbangthetable.com\)](#)
- **Participator:** [Privacy and cookie policy \(participatr.co.uk\)](#)
- **Smart Survey:** [Privacy Policy - SmartSurvey](#)

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.

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 basis for using your personal information is **consent**, this specifically refers to our monthly newsletter and for communicating about specific projects, and **contract** if the processing is necessary for the performance of a contract with the individual or supplier, or to take steps to enter into a contract.



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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:

The period of time that we will hold this data for will depend solely on its relevance to our responsibilities related to the Temple Quarter project, namely delivering and communicating about the regeneration of the Temple Quarter area. The data we hold will be regularly reviewed and, when it is no longer needed, it will be deleted or archived in line with the combined data protection laws (UK GDPR & DPA 2018). In particular:

- our monthly **newsletter list and stakeholder lists** will be reviewed every three years. All those who do not re-consent will be archived.
- **Personal data necessary for performing contracts** will only be retained for the period of time necessary for those contracts and will not be used for any other purposes.
- **IP address data** will be retained for 38 months.
- Where we hold your data for communicating with you about specific projects, it will only be retained for the durations of those projects.

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.

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 or by writing to our data protection officer at:

Data Protection Officer
Information Governance
Bristol City Council
City Hall
College Green
Bristol
BS1 5TR



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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

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