

Privacy Notice

Bristol City Council is the data controller for the purposes of the Data Protection Act 1998 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 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:

Address: Sustainable Travel Field Team (STFT), Bristol City Council, Floor 3, The Create Centre, B Bond, Smeaton Road, Bristol, BS1 6XN, United Kingdom

Phone number: 0117 352 1105

Email: travel.roadshow@bristol.gov.uk

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

To provide this service, we will need to collect your name, address, email address and telephone number, and workplace as well as complete a travel survey with you. We are collecting this data because we require this to produce a personal travel plan. We will contact you a minimum of one month after receiving your personal travel plan to find out your feedback and to see if your travel behaviour has changed.

How long we will keep your data for:

The period that we will hold this data for will be determined by the timeframe required by the funding partner to analyse the findings following the completion of the current schemes (funded by Department for Transport and / or Joint Air Quality Unit). This period of time is usually up to two years after the completion date of the projects. After this, your information will be deleted or archived.

Why we need to collect your data:

We will use the travel behaviour data collected at both the request of the personal travel plan and the subsequent follow up (at least 1 month later) to see if your behaviour has been impacted by the service that you were given.

Digital platforms we use to collect your data:

To register for our travel offers and services, we use SurveyMonkey and seek users' permission to collect personal details such as name, email, address, contact details, to allow us to fulfil users requests. SurveyMonkey is committed to GDPR compliance and ensure data is secure and compliant with the new GDPR regulations (May 2018).

Once a user has applied for a travel offer and/or service, we may import users personal data to MailChimp to send automated emails correspondence related to their chosen travel offers, as well as promote a 'follow-up survey' at the end of user's trial period. Users can opt out at any time. MailChimp

complies with GDPR and incorporates the EU's Standard Contractual Clauses in our Data Processing Addendum and applies to customer data protected by EU laws. Mailchimp does not sell, rent, or trade user data.

Who we share your data with and why:

This data will be anonymised prior to being shared with the local authorities involved in the scheme and the West of England Combined Authority so that they can report on the success of the schemes against KPIs.

If we have your consent to use your data:

You can withdraw your consent for us to process your information at any time. Please either email travel.roadshow@bristol.gov.uk or call 0117 352 1105 to request this and your personal details will be removed from our database.

Where we have used automated processing or profiling:

NA

Where we have received your data from a third party:

NA

Yours 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 have the right 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 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 <https://www.bristol.gov.uk/data-protection-foi/fraud-prevention-and-detection>

*See [Personal data and data processing on the Source](#) for guidance on the legal basis for processing

V3.1