

Privacy notice for the South Gloucestershire Council mobile app

Your Privacy Information

This supplementary privacy notice should be read in conjunction with our general privacy notice available at <https://www.southglos.gov.uk/privacy>

Your Information

This Privacy Information relates to how your personal information is used if you choose to install and use our free council app on iOS or Android.

Our council app enables residents to find out information on our council services. By choosing to enter name, address and contact details in the app, this can help with tailoring information or for future reporting.

Our app will enable you to:

- optionally identify your home address to filter or highlight some information to you
- optionally receive notifications on your device relating to our service information such as your next bin collection
- optionally provide your name, address and contact information to complete forms in future and avoid having to rekey that information

If you choose to enter your personal data into the app, this data will only be stored locally within the security boundaries of your device (phone or tablet). The data is not shared with us.

When you filter information within the app by your address (for example bin collection dates), your property UPRN (Unique Property Reference Number) may be sent to our servers or those of our partner SUEZ to lookup the information required. These requests are always anonymised, and no personal information is ever shared.

Currently our app links only to existing forms on our website for which [separate privacy notices](#) apply for how your data will be used within these. You will be directed away from the app to our website to complete these forms.

If in future we update our app to enable you to populate forms directly within the app using your personal information (as stored in the app), we will update this privacy notice to reflect the fact that your personal data could then be passed securely from the app to us to fulfil these requests for service.

How we'll use your information

Within the app we will only use your anonymised UPRN to provide tailored information you have requested whilst complying with the established lawful conditions. Requests for services or reports will be completed outside of the app using mobile friendly forms on our website.

Who we can share your information with

No personal information is shared from our app. Data shared indirectly from our customer account platform and back-office systems is covered separately by the [privacy notice for our customer account](#).

How long we'll keep your information

Your information (name, address, email) entered into our app will be held and encrypted within the app on your device (for example phone). It will persist until you delete the app or remove the information via the app settings.

We may retain anonymised information about the service we provided to help us improve our services in the future.

Transferring your information overseas

Your information is not transferred and stored in countries outside the UK for the provision of this service.

Your rights

You have a number of rights relating to your information e.g. to see what we hold, to ask us to share it with another party, ask us to update incorrect or incomplete details, to object to or restrict processing of it or to make a complaint about how we are handling it.

If you have given us your permission to use your information you also have the right to withdraw that permission at any time in the future.

If you have any worries or questions about how your personal information is handled please contact our Data Protection Officer at DPO@southglos.gov.uk or write to us at Data Protection Officer, PO Box 1953, South Gloucestershire Council, Badminton Road, Bristol, BS37 0DB and we will be pleased to help you.

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) via their contact page or call them on 0303 123 1113.

Last updated 20 June 2025.