Data Protection Privacy Statement – Care Standards Monitoring Service - Quality Assurance Report

In order to deliver services to the citizens and communities in Bedford Borough, it is necessary for the Council to collect, gather and process personal data about residents, staff and other individuals. Bedford Borough Council is committed to protecting your personal data when you use its services and/or correspond with it.

The Council has registered as a Data Controller with the Information Commissioner's Office. This registration can be viewed on the ICO website (opens in a new window) Registration Number Z5916725.

As a Data Controller, the Council sets out the purposes and methods for processing information and ensures safeguards over any personal and special category information it processes.

The sections below explain the arrangements we have in place to protect the information entrusted to the Council.

In relation to Care Standards Monitoring Service - Quality Assurance Care Standards Form Bedford Borough Council will process your personal data for the following processing purposes:

Replying to general enquiries to the Adult Social Care team. Your personal details may be shared internally within the Council for this purpose, but will be safeguarded and will not be divulged to any other individuals or organisations for any other purposes.

All personal information collected will be covered by our Fair Processing Policy.

It is processing this personal data by virtue of the following Lawful Basis:

Consent of the data subject, Performance of a contract, Compliance with a legal obligation, Protecting the vital interests of a data subject or other person (life or death situation), Performance of a task carried out in the public interest

Personal data provided for Care Standards Monitoring Service - Quality Assurance Care Standards Form may be shared with, or obtained from the following organisations (in addition to any other disclosure required by a Court of Law or in response to a valid request by, normally, a law enforcement agency:

The matters raised are confidential to the service user and the agencies that they represent and will only be shared in the best interest of the vulnerable adult, or to protect the vital interests of the service user or others. Q A forms will be sent on the strict understanding that they will be kept confidential and in a secure place.

The outcomes of this report will where appropriate be shared with the reporting worker, provider, CQC and the SOVA team.

The processing of your personal data will be restricted in time to: **7 years but will not be retained for longer than is necessary for its lawful purpose.**

Your personal data will be held by/for the Council within the UK or the EU.

The information you have provided is a statutory or contractual requirement: this is something we have to do. Please see details below, including any consequences if we do not receive the information:

As set out within the Care Act (2014) when a provider suspects abuse they should inform the local authority (and the local clinical commissioning group, if the NHS is the commissioner), taking into account the person's wishes and take action to protect the adult concerned from further harm (such as by removing the staff or volunteers involved, or by providing them with additional training or supervision)

We have a range of measures to protect the personal data you provide.
These include: cyber security; physical security of the Council's buildings and training on Data Protection for staff.

Bedford Borough Council is the Data Controller processing your information, who can be contacted as follows:

Information Governance
Bedford Borough Council
Borough Hall
Cauldwell Street
Bedford MK42 9AP
Email: dpo@bedford.gov.uk
Telephone: 01234 267422

If you wish to enquire about your rights as a data subject, whether you wish to request a copy of your own information that Bedford Borough Council holds, request for data portability; rectification or erasure of your data for any reason or objection to any processing, please contact the Council's GDPR Data Protection Officer email: dpo@bedford.gov.uk or send to the above address.

Alternatively, in the event that you remain dissatisfied with the way Bedford Borough Council has handled the processing of your information (i.e. after liaising with the Council to find a satisfactory solution), you have the right to contact the UK's Statutory Authority: The Information Commissioner's Office (ICO) who can be contacted by using the details displayed at the bottom of the page entitled Personal information and your rights | Bedford Borough Council on our website under the "Challenging the response" heading.

Changes to this Notice:

We keep this Privacy Notice under regular review; this Notice was last updated in August 2025.