Data Protection Privacy Statement - Client Transport Authorisations (School and Adult Transport)

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, Client Transport Authorisations (School and Adult Transport). Bedford Borough Council will process your personal data for the following processing purposes:

To determine whether the application submitted meets the Council's requirements for such an application and if it does it may be granted. If it doesn't, a refusal decision will be issued by the Council. When the Client Transport Authorisations is granted it authorises driving under contract from the Council (e.g. for School or adult purposes). Relevant details of this licence are included in the Public Register. The Council may create extracts from the register from time to time.

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

Performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract and for special category data - Contracts require these checks to be undertaken.

Personal data provided for this application 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:

- **Home Office (Right to work)**
- **Disclosure & Barring Service**
- **Other Council Services (Where appropriate)**
- **DVLA**

The processing of your personal data will be restricted in time to: **the duration of your licence from the date of receipt, after which it will be securely destroyed 5 years after the expiry, surrender or revocation of your final licence, in line with our retention policy (except in the event of an appeal or judicial inquiry, in which case it will be retained for as long as is required to determine these matters). Any complaint/issues raised about the licence are retained for 5 Years before being destroyed. The Public Register will be retained permanently.**

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

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.