Data Protection Privacy Statement – Connect to Work

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 what data we are collecting and storing and the arrangements we have in place to protect the information entrusted to the Council.

In relation to Connect to Work, Bedford Borough Council will process your personal data for the following processing purposes:

The Jobs Hub supports people of Bedford, helping them into paid work, accessing training and qualifications, careers advice and volunteering/work experience opportunities. Part of the services offered through The Jobs Hub includes delivery of the South Midlands (Bedfordshire, Milton Keynes, and Northamptonshire) Connect to Work Programme.

The Connect to Work programme is a funded government programme through the Department of Work & Pensions (DWP) that provides supported employment services to help individuals with barriers to access work and sustain meaningful employment. For South Midlands, West Northamptonshire Council are the Accountable Body for the Connect to Work Programme and together we are responsible for processing personal information.

The personal data that we collect varies according to the purpose of the contact but may include:

- Name, date of birth, and contact details
- National Insurance number
- Employment and education history
- Residency and benefit status
- Details of any support services you are receiving
- Health information, disabilities, or learning difficulties
- Ethnicity and other equalities monitoring data
- Referral and case management information

Bedford Borough Council is processing this personal data by virtue of the following Lawful Basis:

Performance of a contract - Article 6(1)(b) This lawful basis applies when the processing is necessary for the performance of a contract to which the data subject is a party, or to take steps at the request of the data subject prior to entering into a contract.

Performance of a task carried out in the public interest - Article 6(1)(e) - This lawful basis applies when the processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the data controller.

The special category data that we collect varies according to the purpose of the contact but may include:

- Ethnic origin
- Health data
- Data on criminal convictions and offences
- Employment status
- Data on complex needs, including domestic violence, substance abuse, homelessness, clients who are care leavers

Bedford Borough Council is processing this special category data by virtue of the following Lawful Basis:

Processing is necessary in the field of employment and social security – Article 9(2)(b)

Processing is necessary for reasons of substantial public interest based on law – Article 9(2)(g)

Personal data provided for Connect to Work 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):

- Service users (and families where relevant)
- Central and local government organisations
- Health and social care organisations and professionals (NHS bodies such as GPs, Integrated Care Boards)
- Current, past, and prospective employers
- Councillors and political parties
- Housing associations and landlords
- Education establishments such as schools, colleges, and early years settings

- Examining bodies
- Regulatory bodies, investigators, and ombudsman (for example Ofsted, CQC, Local Government Ombudsman)
- Law enforcement agencies
- Beds Fire and Rescue Services
- Courts, tribunals, and prisons
- Legal representatives
- Fraud prevention agencies
- Debt collection agencies
- Trade unions
- Press and the media
- Survey and research organisations
- Programme delivery partners who are joint controllers in the programme (Bedford Borough Council, Central Bedfordshire Council, Luton Borough Council, Milton Keynes City Council, North Northants Council, and West Northants Council)
- Government departments including DWP (the funder) and others such as HMRC
- Commissioned delivery partners
- Employers and training providers (with client agreement)

The processing of your personal data for the Connect to Work programme will be restricted in time to 3 years (service user information (digital based)).

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 the details below, including any consequences if we do not receive the information:

The Connect to Work programme is funded by the DWP and it is requirement for a person to provide the information needed by DWP to access employment support on the programme. Failure to provide the necessary information will prevent access to employment support.

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 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 get in touch with the Council's GDPR Data Protection Officer by emailing dpo@bedford.gov.uk or writing to the above address.

Alternatively, if you are unhappy with the way Bedford Borough Council has handled the processing of your information in any way, you have the right to contact the UK's Supervisory Authority, The Information Commissioner's Office, who can be contacted:

By webform: Contact us - public | ICO
By telephone: 0303 123 1113

We keep this Privacy Notice under regular review, and we will place any updates on its Internet site. This Notice was last updated in November 2025.