Data Protection Privacy Statement – The administration and payment of Housing Benefit and Council Tax Support, including the recovery of overpayments.

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 the administration and payment of Housing Benefit and Council Tax Support, including the recovery of overpayments, Bedford Borough Council will process your personal data for the following processing purposes:

To ensure the correct amount of Housing Benefit and Council Tax Support is paid and to recover any overpayments.

Your personal information may be converted ('anonymised') into statistical or aggregated data in such a way that ensures that you cannot be identified from it.

Anonymised data cannot, by definition, be linked back to you as an individual and may be used to conduct research and analysis, including the design and development of existing and new policies and schemes, and in the preparation of statistics and reports.

The personal data that will be collected:

- Name
- Date of birth
- National Insurance Number
- Addresses, including email addresses
- Telephone numbers
- Bank details
- Financial information
- Benefits and allowances
- Earned income

- Payment details.
- Information about other households on benefits and what debt they owe

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

- Article 6(1)(c) - Compliance with a legal obligation - This lawful basis applies when the processing is necessary for compliance with a legal obligation to which the data controller is subject.

- Article 6(1)(e) - Performance of a task carried out in the public interest - 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 will be collected:

- Physical or mental health information

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

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

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

Personal data provided for the administration and payment of Housing Benefit and Council Tax Support, including the recovery of overpayments 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:

- Companies or other organisations appointed to carry out services on behalf of the Council in connection with the administration and payment of Council Tax Support and recovery of overpayments (for example, enforcement agents, solicitors, software providers, printers, entitlement review services, auditors);
- The County and other Courts;
- Government Departments (e.g. the Department for Work and Pensions, HMRC, Cabinet Office);
- The Valuation Office Agency;
- The Tribunal Service;
- The Police
- Employers (of persons required to repay an overpayment);

- Obtained from any other legal person (e.g. other local authorities, letting agents, solicitors, landlords, educational establishments, etc.)
- We may share your data with internal departments within the Council, but we will not share any data received from the DWP, Foreign Office or HMRC without a legal gateway, agreed by these organisations.

The processing of your personal data will be restricted in time to: 6 years after the end of the financial year in which the claim was closed or last action taken.

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

The provision of personal data is a statutory requirement to determine correct entitlement to Housing Benefit and Council Tax Support. Failure to provide such data may be a criminal or other form of offence and may result in the incorrect assessment of entitlement.

The processing of your information does **not** involve automated decision-making.

The Council has appropriate technical and organisational measures in place to protect your personal data against unauthorised or unlawful processing, accidental loss, destruction or damage.

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, 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.

We keep this Privacy Notice under regular review, and we will place any updates on its Internet site. This Notice was last updated in July 2026.