

Data Protection Privacy Statement - Cultural Services Box Office System

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 the Cultural Services Box Office system (provided by Spektrix), which provides a ticketing service for Cultural Services venues (Bedford Corn Exchange and The Higgins Bedford) and its customers, Bedford Borough Council will process your personal data for the following processing purposes:

Personal data is processed through the Spektrix system in order to:

- **Provide the ability for customers to purchase tickets for shows and events at Cultural Services venues (Bedford Corn Exchange and The Higgins Bedford).**
- **Allow Cultural Services to manage its Box Office operations.**
- **Enable Cultural Services to provide customers with marketing information relating to shows and events at its venues.**

Customers have the option to opt in to receive marketing information, which is sent via email using GovDelivery Communications, Outlook or a third party email application used within the Spektrix system.

Cultural Services uses customers' contact details to contact them where permission has not been given through the above opt-in process, only in order to provide essential administrative information such as confirmation of booking, or notice of changes and cancellations to shows and events.

In addition to this, Bedford Corn Exchange and The Higgins Bedford gather information from the use of cookies in customers' web browsers to help manage and improve their websites. Information on the use of web cookies is available at <https://www.bedfordcornexchange.co.uk/privacy/> and <https://www.thehigginsbedford.org.uk/Cookies.aspx>.

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

Consent of the data subject, Performance of a task carried out in the public interest.

Personal data provided for the Cultural Services Box Office system 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 Cultural Services Box Office system is provided by Spektrix. In terms of the processing of personal data, Bedford Borough Council is the Data Controller and Spektrix is the Data Processor.

Spektrix processes personal data as part of the service they provide for Bedford Borough Council, including for:

- The marketing and sale of tickets and merchandise.
- The solicitation and receipt of donations.
- The maintenance of records required to do so effectively.

Spektrix processes the personal data in accordance with Bedford Borough Council's instructions from time to time and does not process the personal data for any purpose other than those expressly authorised by the Council or as set out in the agreement between the Council and Spektrix. Spektrix engages subprocessors in accordance with the terms of its agreement with Bedford Borough Council. This includes:

- Amazon Web Services (AWS), Inc
- Loho Limited
- Microsoft Azure
- Pulsant Limited.

Third party applications or software products and services can be integrated with the Spektrix system. The processing of personal data by any third party processor is governed by the agreement between Bedford Borough Council and the relevant party. This includes processing carried out by:

- Payment service providers, in order to allow customers to make purchases through Spektrix.
- Email marketing platforms, in order to allow Bedford Borough Council to contact customers who have opted in to receive information about Bedford Cultural Services shows and events.

The processing of your personal data will be restricted in time to:

Personal data is stored within the Spektrix system indefinitely or until the client (Bedford Borough Council) requests that it is removed. An individual can submit a request through Bedford Borough Council to have their data erased from the database.

Your personal data will be held by/for the Council within the UK or the EU. If it is held elsewhere it will be held as follows:

Spektrix store data within the European Economic Area (EEA). They will not transfer personal data to any country outside the without prior written consent of Bedford Borough Council, except for transfers to and from: any country which has a valid adequacy decision from the European Commission; any organisation which ensures an adequate level of protection in accordance with the applicable Data Protection Laws; or, otherwise in accordance with the Data Protection Laws.

In this context, Data Protection Laws means all laws and regulations, including the Regulation EU 2016/679 (General Data Protection Regulation) and successor legislation, applicable to the processing of personal data under the agreement between Bedford Borough Council and Spektrix.

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.