

## **Data Protection Privacy Statement - Customer comments, complaints and queries (Libraries)**

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 customer comments, complaints and queries that relate to Libraries, Bedford Borough Council will process your personal data for the following processing purposes:

**The Library Service (Bedford Borough Council) will use your data to answer your comments, complaints and queries quickly and completely. The data will be used to identify the enquirer on the Library Management System and to respond to them either by e-mail using our in-house enquiry system or Outlook, or via letter. We will only collect the data required to answer enquiries in a timely manner.**

**We collect the following data:**

**Name**

**Address**

**Postcode**

**E-mail address**

**Library card number**

**Library name**

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

**Performance of a task carried out in the public interest**

Personal data provided in order for us to respond to customer comments, complaints and queries 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:

**We will share your data with Axiell who are the Library Management System suppliers. The personal data, including the original enquiry and response, is stored on Axiell servers as they provide the system that our in-house enquiry process is built on.**

The processing of your personal data will be restricted in time to: **Three years, this enables us to:**

- **Revisit a customer's query history**
- **Ensure answers to similar enquiries are consistent**
- **Identify service development trends**

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

**Axiell will always store data within the European Economic Area (EEA).**

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](mailto: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](mailto: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.

