Data Protection Privacy Statement - Data Subject Rights request

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 data subject rights request, Bedford Borough Council will process your personal data for the following processing purposes:

- **To have any inaccurate personal data rectified or to complete any incomplete data.**
- **To have any of your data deleted. This is not an absolute right and may only apply in certain circumstances, such as if your data is no longer necessary for the purpose you originally supplied that data.**
- **To limit the way the Council processes your personal data, if you are concerned about accuracy for example.**
- **To transfer your data to another organisation. If you require any data you have provided to the Council which is held electronically to be transferred to another organisation.**
- **To object to the use of your personal data in some circumstances such as direct marketing**
- **To prevent automated decisions being taken. In certain circumstances you can prevent decisions being made about you without human intervention, this is called automated decision-making or profiling, and we will inform you within the appropriate Privacy Statement if this will be taking place.**

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

Compliance with a legal obligation in respect of data subject rights

Personal data provided for data subject rights requests 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):

Your request will be shared with other Council Officers within the service areas concerned to enable your request to be considered and to respond to your request.

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

The details you provide in your request will be kept for a maximum of 4 years in accordance with the Council's retention schedule. Any identification documentation provided will be held securely for verification purposes and securely returned to you without delay.

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

We require your personal data to respond to your requests under Data Subject's rights, without this we would be unable to do so.

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.