

## **Data Protection Privacy Statement - Deliver the service of Allotments**

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 Deliver the service of Allotments, Bedford Borough Council will process your personal data for the following processing purposes:

### **Contact details in order to deal with needs, complaints and enquiries while ensuring all tenants sign up to a tenancy agreement**

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

#### **Performance of a contract, Performance of a task carried out in the public interest**

Personal data provided for Deliver the service of Allotments 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):

#### **Data will not be share with anyone other than staff**

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

#### **Details will be retained until the end of tenancy agreement and 7 years thereafter to mitigate insurance claims against the council**

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:

#### **Data wont be transferred to a third country or international organisation. Data will be held internally on council systems only.**

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:

**Data is required to enter into a contract and also to fulfil customer needs and complaints.**

The processing of your information entails automated decision making (by electronic means with no involvement by any person). Please see details below. Please let us know, by contacting us at [dpo@bedford.gov.uk](mailto:dpo@bedford.gov.uk) should you have any objection to this:

**There will be no automated decision making or profiling. All data will be used to create a case on Civica and officer will work this case.**

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.