

Data Protection Privacy Statement - Relating to email bulletins and email alerts about our services

In order to deliver services to the residents, businesses, organisations, and other stakeholders 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 newsletters and email alerts about our services, Bedford Borough Council will process your personal data for the following processing purposes:

To issue email bulletins and alerts to those people who have subscribed to receive them.

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

Consent of the data subject

Personal data provided for email bulletins and email alerts about our services may be shared with the following organisations (in addition to any disclosure required by law or in response to a valid request from a law enforcement agency):

- Relevant council departments responsible for issuing newsletters and alerts
- Granicus Communications, who operate the subscription and email distribution system on the Council's behalf

Data will be held for the duration of the subscription, but you can unsubscribe at any time, and your details will be removed from the mailing list.

Bedford Borough Council uses Granicus Communications (previously known as GovDelivery) to store your information in a safe and secure way and to manage subscriptions and distribute emails on our behalf.

Granicus Communications is part of Granicus, a company based in the United States.

Personal data may be processed and stored in the United States in connection with

the provision of this service. Granicus adheres to the EU-U.S. Data Privacy Framework and the UK Extension, providing appropriate safeguards for international transfers under UK GDPR.

For information about Granicus' processing activities, see the [Granicus Subscriber Privacy Statement](#).

Your personal data may be processed by Granicus in the USA with appropriate safeguards in place in accordance with UK GDPR requirements.

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 June 2026.