Data Protection Privacy Statement - External delegates booking a training course

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 external delegates booking a training course Bedford Borough Council will process your personal data for the following processing purposes:

When you book a course with the Council we will use your details to:

- **Give you access to the Council's Learning Management System in order for you to book onto the course.**
- **Contact you with regard to any matter arising from your attendance at our event**
- **Distribute a delegate list to the course training facilitator including your name and email address •Where you have agreed, we may keep you informed of forthcoming training events Where you require us to make reasonable adjustments to enable you to attend a course, we may require further information from you. All information provided will be dealt with in accordance with Data Protection Legislation and the Council's data protection policy on processing special categories of personal data.**

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

Consent of the data subject, Performance of a contract, Compliance with a legal obligation, Performance of a task carried out in the public interest

Personal data provided for External delegates booking a training course 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 may share your data with third parties for example for the operation of our learning management system to allow you to book a training course via this platform.
In order to provide you with a good service, for example if you have special needs or any additional requirements, we may pass your basic details to the course venue but only to make your attendance as comfortable as possible.
We will ask you to complete an evaluation form at the end of the training course. These forms may be shared with trainers, without the names or other personal data, to analyse and improve the effectiveness of the course in future.
From time to time an employer may request details of course attendance by their staff. We will disclose this information only where the employer has paid for the course or has allowed staff time off work for this purpose. In all other situations we will seek your written consent. Your data will not be shared by Bedford Borough Council with other third parties without your consent.

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

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying legal, accounting or reporting requirements. To determine the appropriate retention period for personal data we consider the amount, nature and sensitivity of the personal data, the purpose for which we process your personal data and whether we can achieve those purposes through other means and the applicable legal requirement.

Personal data is kept within the Council's HR and IT systems.

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:

You are under no statutory obligation to provide data to Bedford Borough Council. However, if you do not provide the data, we may not be able to process your training request properly or at all.

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

The Council's Data Protection Officer is the Chief Officer for Democratic and Registration Services, Keith Simmons who can be contacted by email: dpo@bedford.gov.uk or using the address/telephone shown above for the Controller. 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.