

Data Protection Privacy Statement – Storage of ESOL learner personal information to assist with ESOL course enrolment

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 Storage of ESOL learner personal information to assist with ESOL course enrolment Bedford Borough Council will process your personal data for the following processing purposes:

The ESOL Advice Service will collect and use the personal information of ESOL learners on our registration form. This information is used to find and offer learners a suitable ESOL course in Bedford. We are unable to offer a suitable course without this information. This information is stored on a secure data-sharing portal and in hard copy in a secure location on Bedford Borough Council premises. We share personal information with relevant ESOL Course providers via the data-sharing portal to assist with course enrolment.

It is processing this personal data by virtue of the following Lawful Basis: Consent of the data subject, Performance of a task carried out in the public interest.

Personal data provided for Storage of ESOL learner personal information to assist with ESOL course enrolment 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:

To assist learners with enrolling on a suitable ESOL course, we share personal information with relevant ESOL course providers via our secure data-sharing portal. ESOL providers include: Central Bedfordshire Council, ACCM, PBIC, NOAH Academy, STC, Bedford College and any other organisations that secure funding to deliver ESOL classes in Bedford. Data may also be used for statistical purposes and shared anonymously with Local Government for funding and reporting purposes.

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

Personal data will be kept until the learner has completed all relevant courses and no longer requires ESOL support. If the ESOL learner has not engaged with the service in a 5 year period then their data will be securely destroyed.

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 are unable to offer learners a suitable ESOL course without using and sharing their personal information collected on our registration form. Parts of the registration form are optional, including questions around physical/ mental health and religious beliefs. Learners do not need to provide answers to these questions if they do not wish to.

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.