Data Protection Privacy Statement – To deliver activities associated with Trading Standards and the Local Weights and Measures Authority

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 (ICO). 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.

We use your personal information to provide advice and guidance, conduct investigations and ensure compliance with the relevant laws associated to Trading Standards.

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

Compliance with a legal obligation, Performance of a task carried out in the public interest

Personal data provided to deliver activities associated with Trading Standards and the Local Weights and Measures Authority 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:

Receiving and investigating consumer complaints
Responding to service requests from businesses and individuals
Monitoring, researching, analysing and reporting intelligence requirements
Ensuring compliance with legislation through a range of enforcement activities including visits, inspections and testing
Conducting investigations and enquiries into criminal offences and civil law breaches
Operating assurance schemes for businesses and referral agencies
Managing registration, certification and licensing

When the information is no longer needed for the above purposes, it will be securely deleted.

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:

The service have a statutory role and/or statutory responsibilities to provide advice and guidance, and to conduct investigations to assess compliance/breaches of regulatory requirements associated to trading standards. Personal Data may be requested to support these investigations but may also be requested under regulatory powers and shared as part of investigation for the detection of crime.

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.

Trading Standards may share your personal information, for the purposes outlined above, with:

Your family in respect of under-age sales volunteers
Other residents in your area in respect of No Cold Calling Zones
Other enforcers or regulators, including HMRC, Health and Safety Executive
Other local authorities, including Trading Standards Services
Government Departments/agencies - Department for Environment, Food & Rural Affairs, Department for Business, Energy & Industrial Strategy, Food Standards Agency, Police, Judicial agencies, courts, bailiffs, lawyers and the Crown Prosecution Service, Voluntary organisations and charities, Witnesses, including expert witnesses
Other businesses - Referenceline Ltd, Centre for Effective Dispute Resolution for the Trusted Trader Scheme

Any information which is shared will only be shared on a need-to-know basis, with appropriate individuals. Only the minimum information for the purpose will be shared.

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 by emailing 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.