

## **Data Protection Privacy Statement - MOT bookings**

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 MOT bookings, Bedford Borough Council will process your personal data for the following processing purposes:

- Personal details - to enable the officer to know who they are contacting in order to book a mutually convenient MOT appointment.
- Address details - currently entered although not required
- Contact details - to enable the officer to contact the applicant by phone in order to book a mutually convenient MOT appointment.
- Email address is used if the applicant cannot be contacted by phone or to send payment receipt.
- Vehicle details - used to transfer the information from the online booking form over to the appointments diary and reduces the time taken to manually book the appointment.
- MOT due date - to assist the officer in arranging an appointment prior to the expiry of the current MOT certificate

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

Performance of a task carried out in the public interest.

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

E-forms are emailed to three members of the Vehicle Repair Depot where one will then contact the applicant to arrange the MOT appointment. Once the appointment has been booked the information is no longer required. Currently there is no formal process in place for deleting the emailed E-form information.

Your personal data will be held by/for the Council within the UK or the EU.

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.