

Data Protection Privacy Statement – The allocation of social housing

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 what data we are collecting and storing and the arrangements we have in place to protect the information entrusted to the Council.

In relation to the allocation of social housing, Bedford Borough Council will process your personal data for the following processing purposes:

In order to determine eligibility for social housing.

The personal data that will be collected:

- assessing applications to join, remain on, or be considered through the Council's housing register or choice-based lettings scheme;
- checking and verifying eligibility for social housing, housing need, priority, banding and local connection;
- assessing household circumstances, accommodation needs, support needs, affordability and suitability of accommodation;
- managing nominations, offers, lettings, reviews, appeals, enquiries, correspondence and case records;
- preventing and detecting fraud, protecting public funds and ensuring the Council's housing allocation functions are carried out properly and fairly;
- safeguarding children, adults at risk and other individuals where information indicates that someone may be at risk of harm; and
- undertaking statutory reporting, audit, service planning, monitoring and service improvement.
- local connection information, including previous addresses, employment, family associations or other information relevant to the Council's allocation scheme.

Bedford Borough Council is processing this personal data by virtue of the following Lawful Basis:

Article 6(1)(c) UK GDPR - processing is necessary for compliance with a legal obligation to which the Council is subject, including its duties relating to the allocation of social housing.

Article 6(1)(e) UK GDPR - processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Council.

The special category data that will be collected:

- physical or mental health information;
- disability, vulnerability, care, support or accommodation needs;
- safeguarding information relating to children, adults at risk or other individuals;
- racial or ethnic origin;
- religious or philosophical beliefs where relevant to accommodation or support needs;
- information about sex life or sexual orientation, only where this is relevant and necessary to assess safety, risk, accommodation needs or support requirements.
- other special category information provided by the applicant or obtained from relevant organisations where this is necessary and proportionate to assess eligibility, housing need, priority, suitability or safeguarding concerns.

Bedford Borough Council is processing this special category data by virtue of the following Lawful Basis:

Processing is necessary for reasons of substantial public interest based on law – Article 9(2)(g) supported by Schedule 1, Part 2, Paragraph 6.

Where safeguarding information is processed, the relevant Data Protection Act 2018 Schedule 1 condition may also be Part 2, paragraph 18 - safeguarding of children and individuals at risk.

The service may process information relating to criminal convictions, offences, allegations, proceedings, anti-social behaviour or risk where this is relevant to eligibility, suitability, safeguarding, fraud prevention, risk management or the proper exercise of the Council's housing allocation functions.

Where criminal offence data is processed, this will be processed under Article 10 UK GDPR and a relevant condition under Schedule 1 of the Data Protection Act 2018, such as statutory and government purposes and/or safeguarding of children and individuals at risk, where applicable. The Council will also ensure that any required appropriate policy document is in place.

Personal data provided for the allocation of social housing 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:

- Companies or other organisations appointed to carry out services on behalf of the Council in connection with the allocation of social housing (for example, third sector organisations, application review services, medical assessment services, software providers);
- Housing providers
- Other local authorities
- Government Departments
- Applicants' medical practitioner, current housing provider etc.
- other Bedford Borough Council departments, including Housing, Revenues and Benefits, Adult Social Care, Children's Services, Finance, Customer Services and Legal Services (data provided by the Department for Work and Pensions will not be shared)

The processing of your personal data will be restricted in time to: six years following closure of the housing application, tenancy allocation decision, unless there is a legal reason to keep it for a longer period.

Your personal data will be held by/for the Council within the UK or the EU. Where service providers store or access information from outside the UK, the Council will ensure appropriate safeguards are in place in accordance with UK GDPR.

The information you have provided is a statutory requirement because it is needed to assess your eligibility for social housing, if information is not received the Council will be unable to determine eligibility for social housing

The processing of your information does **not** involve automated decision-making.

Your information may also be used for statutory reporting, audit, service planning, research, monitoring and service improvement. Where information is used for reporting or research, the Council will only use or share the information where it is lawful to do so, and published outputs will not identify individuals unless there is a lawful reason to do so.

The Council has appropriate technical and organisational measures in place to protect your personal data against unauthorised or unlawful processing, accidental loss, destruction or damage.

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 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 get in touch with the Council's GDPR Data Protection Officer by emailing dpo@bedford.gov.uk or writing to the above address. Some individual rights may be limited where processing is necessary to comply with a legal obligation or to perform a task carried out in the public interest.

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.

We keep this Privacy Notice under regular review, and we will place any updates on its Internet site. This Notice was last updated in July 2026.