Data Protection Privacy Statement - Repayment of Home Energy (Boiler Replacement) Loans

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 repayment of Home Energy (Boiler Replacement) Loans, Bedford Borough Council will process your personal data for the following processing purposes:

To inform appropriate internal staff so that payments can be received and allocated to the correct budgets efficiently and so that Restrictions placed on the property, as security for the loan, can be removed at the Land Registry.

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

Personal data provided for Repayment of Home Energy (Boiler Replacement) Loans 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 arrange for receipt of payment to be allocated to the correct budget and to arrange for the Restriction at the property to be removed via Land Registry. The data may be shared with Cashiers and Legal Teams within the Council.

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

Data will be held until all Home Energy (Boiler Replacement) loans have been repaid and all Restrictions removed.

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:

This is part of a contractual requirement set out in the Home Energy Loan Agreement between the Council and the home owner at the time the boiler was installed. The data is required to ensure that the payment received is attributed to the correct loan and so that the Restriction at the correct property can be removed more efficiently and accurately.

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.