Data Protection Privacy Statement - Responding to archives enquiry

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 Responding to archives enquiry Bedford Borough Council will process your personal data for the following processing purposes:

To enable the service to respond to an enquiry submitted via the enquiry form. To collate statistical information on our customers and the type of enquiries they ask in order to tailor the service to customer demand.

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

Performance of a contract

The processing of your personal data will be restricted in time to: **10 years. This enables us to refer back to previous correspondence should customers wish to return to the subject of their research at a later date and is based on our knowledge of the nature of our customers' enquiries.**

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:

If the personal data is not supplied then we cannot enter a contract to supply the information requested and the data subject will not receive an answer.

The processing of your information entails automated decision making (by electronic means with no involvement by any person). Please see details below. Please let us

know, by contacting us at dpo@bedford.gov.uk should you have any objection to this:

There is no automated decision-making however, we collate statistics on the location that enquiries come from and the type of enquiry so that we can decide on strategies to raise our profile or change the enquiry service we offer. The only significant consequence to the data subject may be a change to our service based on this statistical information.

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