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## **Data Protection Privacy Statement - Customer Feedback**

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 customer feedback Bedford Borough Council will process your personal data for the following processing purposes:

### **Investigating and responding to customer feedback (comments, compliments and complaints)**

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**

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

#### **10 years following receipt of the feedback.**

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

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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 if you are unhappy in the way Bedford Borough Council has handled the processing of your information in any way, you have the right to contact the UK's Supervisory Authority: The Information Commissioner's Office who can be contacted:

By webform: <https://ico.org.uk/global/contact-us/email/>

By email: [casework@ico.org.uk](mailto:casework@ico.org.uk) or,

By telephone: 0303 123 1113

#### Changes to this Notice

We keep this Privacy Notice under regular review and we will place any updates on its Internet site. This Notice was last updated in Jan 2019.