



Data Protection Privacy Statement – Adults Social Care General Enquiry form

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 Adults Social Care General Enquiry form Bedford Borough Council will process your personal data for the following processing purposes:

The information requested will be the minimum necessary in order to provide our services effectively, and may include your name, contact details, and other personal data.

We may need to use some information about you to:

- deliver services and support to you;
- manage those services we provide to you;
- train and manage the employment of our workers who deliver those services;
- help investigate any concerns, including safeguarding, or complaints you have about your services;
- check the quality of services; and
- to help with research and planning of new services

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

Consent of the data subject, Performance of a contract, Compliance with a legal obligation, Protecting the vital interests of a data subject or other person (life or death situation), Performance of a task carried out in the public interest

Personal data provided for Adults Social Care General Enquiry form 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:

If there is a concern about an individual which is considered a safeguarding issue.

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

7 years

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:

An enquiry could be in relation to a contractual / statutory agreement, or may not be.

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 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 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.