

Privacy notice

Planning Services

Date: May 2018

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Version Control

Version	Description of version	Effective Date
1.0		

Approvals

Approved by	Date
Tony Sylvester	May 2018
Data Protection Officer	May 2018

This Privacy Notice will be kept under regular review to ensure that it is fit for purpose.

1.0 Who we are

South Derbyshire District Council is registered as a data controller with the Information Commissioner's Office.

Our address is Civic Offices, Civic Way, Swadlincote, Derbyshire, DE11 0AH.

The Council is committed to protecting your privacy when you use our services. This privacy notice tells you what to expect when Planning Services collect personal information. It also explains when and why we collect this information, how we use it, the conditions under which we may disclose it to others, how we keep it secure and what rights you have in relation to the data we hold about you.

2.0 How do we collect information from you?

We collect information from you when you fill in any forms on our website www.south-derbys.gov.uk or associated customer portals, when you contact us in writing, speak to us on the phone or face to face or communicate with us by email or any other type of electronic communication.

3.0 What types of information do we collect from you?

We collect different sorts of information about you, depending on the service you want from us and/or the reason why we need to process information about you. This could be personal information (for example your name and address), or other more sensitive data that we would only collect and use in very particular circumstances that are set out by law.

4.0 How is your information used?

Notice for acknowledgement letters

Planning Services will use your information to allow us to fully consider the relevant planning application. In order to comply with our statutory obligations we must make certain details about planning related applications available in the form of a public register. We will publish your name and address on our website to enable other agencies, such as statutory and non-statutory consultees and individuals, to view and/or comment on the application. We will, however, redact signatures, private email addresses and private telephone numbers before publishing online (i.e. not those relevant to business or public organisations).

Privacy notice for notification letters etc

We collect information from you when you contact us about an application, enforcement complaint or planning enquiry. This includes contact by email, letter or telephone. When commenting on planning applications, we need your postal address to enable fair consideration of your comments. We will use your information to allow us to fully consider the relevant planning application, enforcement complaint or planning enquiry. In order to comply with our statutory obligations, we must make certain details about planning related applications available in the form of a public register. Comments and objections on applications and enforcement matters do not form part of the statutory register and as such we will only retain these for up to two years following a decision being made, unless an appeal is lodged.

Street name and numbering

We will use your information to: enable the processing of applications to create or amend official addressing information.

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes

5.0 Who has access to your information?

If an appeal is lodged against a decision we make, the Planning Inspectorate will ask for copies of all correspondence, which may contain some personal information. We will not share your information with any other organisations unless required to do so by law.

Other Council Departments, (if appropriate) – for example, occupancy of property data may be shared with South Derbyshire District Council Electoral Services, South Derbyshire District Council Revenues & Benefits Service, and South Derbyshire District Council Planning Services.

6.0 Research and statistics

Anonymised and pseudonymised data may be used for research and statistical purposes. Any data collected may be used for research and statistical purposes relevant and compatible with the purpose that the data was collected for.

7.0 What are your rights in relation to personal data we process?

Access: You can request copies of any of your personal information held by the Council.

Rectification: You can ask us to correct any incorrect information.

Deletion: You can ask us to delete your personal information. The Council can refuse to delete information if we have a lawful reason to keep this.

Portability: You can ask us to transfer your personal data to different services or to you.

Right to object or restrict processing: You have the right to object to how your data is being used and how it is going to be used in the future.

For further information, please visit the [Data Protection Act 2018](#) section of our website.

8.0 How long will we keep your information for?

We keep and dispose of all records in line with our record retention schedule. Information about this can be found at <https://www.south-derbys.gov.uk/assets/attach/4952/Document%20Retention%20Schedule.pdf> and will comply with the Data Protection Act 2018.

9.0 What precautions are in place to protect the loss, misuse or alteration of your information?

Your personal data will be stored electronically or in hard copy files as appropriate. The Council uses a variety of different systems to process and store personal data. We are strongly committed to data security and will take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption. We have put in place physical, electronic, and managerial procedures to safeguard the information you provide to us. However, we cannot guarantee the security of any information you transmit to us. We recommend that you take every precaution to protect your personal information.

10.0 Keeping your data up to date

We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to the information we hold about you.

11.0 Under 13s

If you are aged 13 or under, please get your parent/guardian's permission whenever you provide us with personal information.

12.0 Where can I get advice and more information?

We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to information we hold about you. If you have any worries, questions, or complaints about how your personal information is handled, please contact our Data Protection Officer by emailing dataprotectionofficer@south-derbys.gov.uk or by telephoning 01283 595795.

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113 (local rate) or 01625 545 745 (national rate number).

Email: casework@ico.org.uk.

Further guidance on the use of personal information can be found at www.ico.org.uk.