

Development Management Privacy Notice

Why we collect information about you?

We use the information provided to us to make decisions about the use of land in the public interest. The lawful basis for this is known as a 'public task' and is why we do not need your explicit consent for your information to be used.

Some information provided to us we are legally obliged to make available on planning registers. This is a permanent record of our planning decisions that form part of the planning history of a site, along with other facts that form part of the 'land search'.

What information do we collect about you?

We get applicant information in two ways – it is supplied to us directly (or via a planning agent on their behalf) or we receive it from a third-party website that provides a transaction service (the Planning Portal).

We also receive comments, representations, and questions via email, letter, and through the search and comment on planning applications portal on our website.

To allow us to make decisions on their applications and to acknowledge representations on planning applications, individuals must provide us with some personal data (e.g. name, address, contact details). In a small number of circumstances individuals will provide us with 'special category data' in support of their application (e.g. evidence of medical history).

Your bank details are needed from you if a payment is required for a planning application, but this is with your consent only.

Who do we share the information with?

We do not sell your information to other organisations.

We make details of planning applications we receive available online so that other people can contribute their comments. Please note:

- We do publish the name of the person applying for planning permission along with their address. We do not publish their signature, contact details.
- We do publish comments received on planning applications by members of the public. We redact some details as set out below. Representations that are

considered to be defamatory, rude or contain inappropriate content will not be published.

- We do publish comments received on planning applications from statutory and non-statutory consultees and amenity groups.

We will sometimes need to share the information we have with other parts of the council – for example, to establish how long a building has been used as a dwelling.

We send some planning applications to our statutory consultees for their advice on safety, infrastructure and other matters. We will sometimes need to share information submitted in support of, or relevant to the consideration of applications with specialist consultancies who sometimes assist with the processing of planning applications on behalf of the council.

In circumstances where a planning application is appealed, we are required to share data from a planning application with the Planning Inspectorate, which includes any comments made by statutory consultees and members of the public.

We also send a follow-up ‘customer satisfaction questionnaire’ to every planning application and pre-application customer for comments about how we can improve our service.

Redaction (‘blinking things out’)

We operate a policy where we routinely redact the following details before making forms and documents available online:

- Personal contact details for the applicant, e.g. telephone numbers, email addresses
- Signatures
- Special Category Data – e.g. supporting statements or neighbour comments that include information about health conditions or ethnic origin
- Information agreed or considered to be confidential

Sometimes we might decide it is necessary, justified and lawful to disclose data that appears in the list above. In these circumstances we will let you know of our intention before we publish anything.

If you are submitting supporting information which you would like to be treated confidentially or wish to be specifically withheld from the public register, please let us know as soon as you can – ideally in advance of submitting the application. The best way to contact us about this issue is to email

development.control@gloucester.gov.uk.

Is any information transferred to or stored on servers based outside the UK?

We do not move your information beyond the UK.

How long do we keep your information?

We process many different types of information according to our retention policy. A summary of long we keep documents before they are usually destroyed is available [here](#).

Who do we collect information from?

Information held on our system is provided by applicants and agents when requiring a planning application service from the council or by interested parties when commenting or advising on planning applications.

What are the consequences if we do not collect the data?

We would be unable to acknowledge representations on applications if we did not collect your contact details. It is a legal requirement for applicants to provide their name and address.

Are any decisions about you made by automatic means?

We do not use your information for automated decision making.

Complaints and Problems

Making decisions on planning matters is a public task and you do not have the right to withdraw consent for your data to be processed. However, if you think we have got something wrong or there is a reason you would prefer for something to not be disclosed, please contact us on [planning customers.gov.uk](mailto:planning.customers.gov.uk).

If you need to make a complaint specifically about the way we have processed your data, you should in the first instance use our corporate complaints policy details are available [here](#). If we fail to respond properly you can direct your concerns to the Information Commissioners Office.