

Planning Privacy Notice

This privacy notice explains how the Greater Cambridge Planning Service uses information in the course of providing planning services to Cambridge City and South Cambridgeshire District Councils. This work includes:

- Making decisions and providing advice on planning applications
- Responding to allegations of unlawful development
- Monitoring development
- Entering legal agreements, serving notices and promoting the best use of land

Why we require this personal information?

We require personal data to process comments so that we know where the comment or information came from and can weigh the relevance of any comments made. We may use the information provided to contact you about the application you have commented on.

What we do with this information

This information will be used by Cambridge City and South Cambridge District Councils in determining an application for planning permission. This function is known as a public task and is why we do not need you to opt in to allow this information to be used.

We process this information as a (Public task) Statutory Duty as laid out in the Town and Country Planning Act and we cannot process your comments unless you provide this personal information. If you do not or if you refuse to allow us to share information, we will not be able to carry out the service for you.

We may process the information you provide to prevent and detect fraud in any of our systems and may supply information to government agencies, credit reference agencies, audit or other external bodies for such purposes. We participate in the Cabinet Office's National Fraud Initiative.

As we process this information as a statutory duty you hold the following rights with regard to the personal data provided to us when making comments:

- Right to Access – you have the right to access (receive a copy) of your personal data and supplementary information.
- Right to Rectification – you have the right to have any inaccurate or incomplete personal data rectified.
- Right to Restriction – you have the right to request a restriction of the processing of your personal data in situations where it is inaccurate, unlawful, and no longer needed for the purposes for which it was originally collected, or if a withdrawal of consent has been made.

The comments provided will form part of our public register of applications and, as such, will be open to public inspection at our offices and on our website and your comment will be attributed to your address. However, personal information including your name and contact details will be redacted. In the event of an appeal, representations will be forwarded to the Planning Inspectorate and the appellant. The Planning Inspectorate may publish appeal documentation, including copies of representations received.

How we share this information

We do not sell information to other organisations. We do not move information beyond the UK. We do not use information for automated decision making.

We sometimes need to share the information we have with other departments within our Councils, for example to establish how long a building has been used as a dwelling or if you object to a proposal on noise grounds and we feel Environmental Health should be aware.

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 example, name, telephone numbers, email addresses
- Signatures
- Special Category Data. For example, supporting statements that include information about health conditions or ethnic origin

Retention (how long we keep your information for)

The Town and Country Planning Act requires us to hold most types of applications on our public register permanently. You can find out more by looking at the relevant sections in our [Cambridge City Council retention policy](#) and [South Cambridgeshire District Council retention policy](#).

Complaints and problems

You can find out more about how we handle data by visiting our data protection pages via [Cambridge City Council's privacy policy](#) and [South Cambridgeshire District Council privacy policy](#).

If you think we have got something wrong or if you are concerned with the way we are handling your data please contact us by emailing Planning@cambridge.gov.uk for Cambridge City applications or Planning@greatercambridgeplanning.org for South Cambridgeshire District applications.

If you have a query regarding your rights, please contact the Data Protection Officer by emailing Infogov@3csharedservices.org.

If we fail to respond properly you can direct your concerns to the [Information Commissioner's Office \(ICO\)](#).

Planning Service and Applicants Privacy Notice

This privacy notice explains how the Greater Cambridge Planning Service uses information in the course of providing planning services to Cambridge City and South Cambridgeshire District Councils. This work includes:

- Making decisions and providing advice on planning applications
- Responding to allegations of unlawful development
- Monitoring development
- Entering legal agreements, serving notices and promoting the best use of land

How we receive information

We receive applicant information in two ways – it is either supplied to us directly (or via an agent on an applicant’s behalf) or we receive it from a third party website that provides a transaction service. These include:

- The Planning Portal
- iApply

We also receive comments, representations, allegations and questions via email, letter, and through our online forms.

What we do with this information

To allow us to make decisions on applications, individuals must provide us with some personal data (for example, name, address and contact details). In a small range of circumstances individuals will provide us with special category data in support of their application (for example, evidence of medical history).

We use the information provided to us to make decisions about the use of land in the public interest. This is known as a public task and is why we do not need applicants or agents to opt in to allow this information to be used.

We also send out a follow-up “how did we do?” survey to people using our service to see how we can improve it.

We are obliged under the Town and Country Planning Act to hold a permanent record of our planning decisions. This information will include some personal data such as property addresses and contact details. Redacted copies of these documents are publicly available on our website.

We process this information as a (Public task) Statutory Duty as laid out in the Town and Country Planning Act and we cannot process your application unless you provide this personal information. If you do not provide it or if you refuse to allow us to share the information, we will not be able to carry out the service for you.

We may process the information you provide to prevent and detect fraud in any of our systems and may supply information to government agencies, credit reference agencies, audit or other external bodies for such purposes. We participate in the Cabinet Office's National Fraud Initiative.

As we process this information as a statutory duty, applicants and agents hold the following rights with regard to the personal data they provide us:

- Right to Access – you have the right to access (receive a copy) of your personal data and supplementary information.
- Right to Rectification – you have the right to have any inaccurate or incomplete personal data rectified.
- Right to Restriction – you have the right to request a restriction of the processing of your personal data in situations where it is inaccurate, unlawful, and no longer needed for the purposes for which it was originally collected, or if a withdrawal of consent has been made.

How we share this information

We do not sell your information to other organisations. We do not move your information beyond the UK. We do not use your information for automated decision making. We make details of planning applications available online so that people can contribute their comments.

We sometimes need to share the information we have with other departments within our Councils (for example, to establish how long a building has been used as a dwelling) or with external consultees if a specialist opinion is required

In the event of an appeal, your details will be forwarded to the Planning Inspectorate. The Planning Inspectorate may publish appeal documentation, including the application, on its website.

Redaction (blinking things out)

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

- Personal contact details for the applicant (for example, telephone numbers and email addresses)
- Signatures
- Special Category Data (for example, supporting statements that include information about health conditions or ethnic origin)

Information agreed 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 the agent or applicant know of our intention before we publish anything.

If you are submitting supporting information which you think should be treated confidentially or 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 Applicationsupport@cambridge.gov.uk for Cambridge City applications and Planning@greatercambridgeplanning.org for South Cambridgeshire District applications.

Confidentiality requests will be assessed on a case by case basis and, if approved, the information will remain on our register but will not be accessible to the public without your approval.

Retention (how long we keep this information for)

The Town and Country Planning Act requires us to hold most types of applications on our public register permanently. You can find out more by looking at the relevant sections in our retention policies at [Cambridge City Council](#) and [South Cambridgeshire District Council](#).

Complaints and problems

You can find out more about how we handle data by visiting our data protection pages via [Cambridge City Council](#) and [South Cambridgeshire District Council](#).

If you think we have got something wrong or if you are concerned with the way we are handling your data please contact us by emailing Planning@cambridge.gov.uk for Cambridge City applications or Planning@greatercambridgeplanning.org for South Cambridgeshire District applications.

If you have a query regarding your rights, please contact the Data Protection Officer by emailing Infogov@3csharedservices.org.

If we fail to respond properly you can direct your concerns to the [Information Commissioner's Office \(ICO\)](#).

Pre-Application Advice Privacy Notice

This privacy notice explains how the Greater Cambridge Planning Service uses information in the course of providing pre application advice on behalf of Cambridge City and South Cambridgeshire District Councils.

How we receive information

We receive information directly from an applicant or via an agent on an applicant's behalf.

What we do with this information

To allow us to process and formulate a response to requests for pre application advice, applicants must provide us with some personal data (for example, name, address and contact details). In a small range of circumstances individuals may provide us with “special category” data in support of their request for advice (for example, evidence of medical history).

We use Article 6(1)(b) of the GDPR as our lawful basis for collecting and holding your data. We cannot process your application unless you provide this personal information. If you do not or if you refuse to allow us to share the information, we will not be able to carry out the service for you.

You hold the following rights with regard to the personal data you provide us:

- Right to Access – you have the right to access (receive a copy) of your personal data and supplementary information.
- Right to Rectification – you have the right to have any inaccurate or incomplete personal data rectified.

- Right to Erasure – you have the right to request the erasure of your personal data so long as it's processing is no longer necessary for the purposes for which it was obtained or unlawfully obtained (non-exhaustive) or the information is required for a legal obligation or if it is needed to defend a legal claim.
- Right to Data Portability - you have the right to request your personal data which you have provided to us to be supplied in a 'structured, commonly used and machine-readable format (for example, CSV). You may request that this information is supplied directly to another data controller on your behalf.
- Right to Restriction – you have the right to request a restriction of the processing of your personal data in situations where it is inaccurate, unlawful, and no longer needed for the purposes for which it was originally collected, or if a withdrawal of consent has been made.

Pre application submissions do not form part of our public planning register and are not published online.

We may process the information you provide to prevent and detect fraud in any of our systems and may supply information to government agencies, credit reference agencies, audit or other external bodies for such purposes. We participate in the Cabinet Office's National Fraud Initiative.

We sometimes send out a follow-up "how did we do?" survey to people using our service to see how we can improve it.

How we share this information

We do not sell your information to other organisations. We do not move your information beyond the UK. We do not use your information for automated decision making.

We sometimes need to share the information we have with other departments within our Councils (for example, to establish how long a building has been used as a dwelling) or with external consultees if a specialist opinion is required.

The Town and Country Planning Act requires us to hold most types of applications on our public register permanently. You can find out more by looking at the relevant sections in our retention policies [Cambridge City Council](#) and [South Cambridgeshire District Council](#).

Retention (how long we keep this information for)

We will hold your pre-application request and response in our database for 15 years in line with our retention policy.

Complaints and problems

You can find out more about how we handle data by visiting our data protection pages via [Cambridge City Council](#) and [South Cambridgeshire District Council](#).

If you think we have got something wrong or if you are concerned with the way we are handling your data please contact us by emailing Planning@cambridge.gov.uk for Cambridge City applications or Planning@greatercambridgeplanning.org for South Cambridgeshire District applications.

If you have a query regarding your rights please contact the Data Protection Officer by emailing Infogov@3csharedservices.org.

If we fail to respond properly you can direct your concerns to the [Information Commissioner's Office \(ICO\)](#).

Local Land Charges Privacy Notice

This privacy notice explains how the Greater Cambridge Planning Service uses information in the course of providing a Land Charges service to Cambridge City and South Cambridgeshire District Councils. Our Land Charges teams undertake searches on registrations that are held on the local land charges register relating to individual properties. This information is used during the transfer of land ownership and contains information from the planning, building regulations and environmental registers.

Why we require this personal information?

We require your information to carry out the request for a land search and return the results to the correct individuals.

What we do with this information

This information will be used by Cambridge City and South Cambridge District Councils to register and return your search request and may also be used to correspond with you regarding charges. This function is known as a public task and is why we do not need you to “opt in” to allow this information to be used.

We process this information as a (Public task) Statutory Duty as laid out in the Local Land Charges Act 1975 and we cannot process your search request unless you provide this personal information. If you do not or if you refuse to allow us to share information, we will not be able to carry out the service for you.

As we process this information as a statutory duty you hold the following rights with regard to the personal data provided to us when making comments:



- Right to Access – you have the right to access (receive a copy) of your personal data and supplementary information.
- Right to Rectification – you have the right to have any inaccurate or incomplete personal data rectified.
- Right to Restriction – you have the right to request a restriction of the processing of your personal data in situations where it is inaccurate, unlawful, and no longer needed for the purposes for which it was originally collected, or if a withdrawal of consent has been made.

How we share this information

We do not sell your information to other organisations. We do not move your information beyond the UK. We do not use your information for automated decision making.

We share search requests with Cambridgeshire County Council who answer some of the questions on our behalf. This is done via secure access to our local land charges systems.

Retention (how long we keep your information for)

The details of your search request are held for one year. A copy of the search result is held for 7 years. Our local land charges registers are held as a permanent record.

Complaints and problems

You can find out more about how we handle data by visiting our data protection pages via [Cambridge City Council](#) and [South Cambridgeshire District Council](#).

If you think we have got something wrong or if you are concerned with the way we are handling your data please contact us by emailing



Land.charges@cambridge.gov.uk for Cambridge City searches or
Land.charges@scambs.gov.uk for South Cambridgeshire District searches.

If you have a query regarding your rights please contact the Data Protection Officer by emailing Infogov@3csharedservices.org.

If we fail to respond properly you can direct your concerns to the [Information Commissioner's Office \(ICO\)](#).

Planning Enforcement Privacy Notice

This privacy notice explains how the Greater Cambridge Planning Service uses information in the course of investigating breaches of planning regulations on behalf of Cambridge City and South Cambridgeshire Councils.

Why we require this personal information?

We require your information to confirm the validity of complaints and assess the harm of reported breaches in planning regulation.

Please note we will not investigate anonymous complaints, and your personal information will be kept confidential unless there is a formal reason for disclosure in which case we will inform you of our intention before disclosure.

What we do with this information

This information will be used by Cambridge City and South Cambridge District Councils to register your complaints of planning breaches and correspond with you regarding our investigations. This function is known as a public task and is why we do not need you to “opt in” to allow this information to be used.



We may process the information you provide to prevent and detect fraud in any of our systems and may supply information to government agencies, credit reference agencies, audit or other external bodies for such purposes. We participate in the governments National Fraud Initiative.

As we process this information as a statutory duty you hold the following rights with regard to the personal data provided to us when making comments:

- Right to Access – you have the right to access (receive a copy) of your personal data and supplementary information.
- Right to Rectification – you have the right to have any inaccurate or incomplete personal data rectified.
- Right to Restriction – you have the right to request a restriction of the processing of your personal data in situations where it is inaccurate, unlawful, and no longer needed for the purposes for which it was originally collected, or if a withdrawal of consent has been made.

How we share this information

We do not sell or provide your information to other organisations. We do not move your information beyond the UK. We do not use your information for automated decision making.

We may share your information with other departments of the relevant authority, the police or the Courts during the process of the investigation.

Retention (how long we keep your information for)

A record of your complaint will be held in our system for 6 years from date of the case resolution.

Complaints and problems

You can find out more about how we handle data by visiting our data protection pages via [Cambridge City Council](#) and [South Cambridgeshire District Council](#).

If you think we have got something wrong or if you are concerned with the way we are handling your data please contact us by emailing

Planning.enforcement@cambridge.gov.uk for Cambridge City and

Enforcement@scambs.gov.uk for South Cambridgeshire District applications.

If you have a query regarding your rights please contact the Data Protection Officer who can be contacted by emailing Infogov@3csharedservices.org.

If we fail to respond properly you can direct your concerns to the [Information Commissioner's Office \(ICO\)](#).