

# PortalPlanQuest Ltd (PPQ) Privacy Policy

PPQ is committed to protecting your privacy, and our website Privacy Policy sets out what information we collect, how we collect it, what we do with it and how we protect this information. Any personal data is collected and processed in accordance with UK and EU data protection laws.

## Contents

- PortalPlanQuest Ltd (PPQ) Privacy Policy..... 1
- Who we are ..... 2
- Why we are collecting data ..... 2
- External links..... 3
- Collection of personal data ..... 4
  - What information do we collect from you?..... 4
  - How do we use your information? ..... 5
  - Who we share your information with ..... 7
- Disclosure of your information ..... 8
  - Transfer of your information outside the EEA..... 9
- How you can contact us ..... 10
  - Calling us..... 10
  - Social media ..... 10
  - Emailing us..... 10
- Analytics..... 11
- Cookies ..... 11
- How long your information will be kept for ..... 11
- Your Rights ..... 12
- Keeping your information secure ..... 13
- How to complain ..... 14
- Data controller ..... 14
- Contact us ..... 15
- Changes to Privacy Policy ..... 15

## Who we are

In this Privacy Policy, "we", "us" and "our" refer to the PortalPlanQuest (PPQ) and its parent company TerraQuest Solutions Limited, at Quayside Tower, 252-260 Broad St, Birmingham B1 2HF, company number 03232863.

For the purpose of UK data protection laws, PPQ is the [Data Controller](#) and processes and stores information in accordance with the data protection legislation of the UK and our own policies and procedures. Details on how you can contact our [Data Protection Officer](#) can be found at the bottom of this Privacy Policy.

The information we collect and process about you will depend on the services we provide to you. Several of our partners maintain their own Privacy Policies which are available on their individual websites. This Privacy Policy applies to:

- Planning Portal website
- General enquiries received by us, whether by post, phone, email, online, social media or other online activity
- Services provided by PPQ and its partners not covered by their own privacy policies

## Why we are collecting data

In line with this privacy statement we collect, process and store information about you upon registration in PPQ's Planning Portal website ([www.planningportal.co.uk](http://www.planningportal.co.uk)) or as part of any other services provided by PPQ. To offer you a unique and personal service tailored to your preferences, you agree that your data will be retained by PPQ for the purposes of:

- Making a planning or building control application including any personal information collected from you as part of our online registration process
- Sending system generated notifications as part of the application process
- Checking details of transactions you carry out through our site and in the fulfilment of your orders
- Checking payment details for services purchased through our site, including credit and other payment cards and methods
- Account billing and auditing
- System testing, maintenance and development
- Statistical and market analysis

- Ensuring our compliance with legal and regulatory obligations applicable to us
- Customer relations and to help us in any future dealings with you, for example by identifying your requirements and preferences
- Providing and developing supplementary services
- Personalise services provided to you.

**By accessing and using this site, you are expressly consenting to our use and disclosure of your personal information in the manner described in this Privacy Policy.**

If for some reason you:

- object to this use and any disclosure of your personal information then please do not register with us or use the Planning Portal.
- at any stage in the process of using our services for the submission of applications, wish to withdraw consent<sup>1</sup>, you can do so by contacting us via the "[Contact Us](#)" section or by changing your permissions on your application registration preferences page.

If we would like to use your personal data for a purpose, other than which it was originally supplied, we will ask you first. We would usually do this via email but may use other means where appropriate to contact you. [Please refer to our full terms and conditions](#) which include definitions that may be relevant to this Privacy Policy.

## External links

Links from the Planning Portal website exist for convenience and information. PPQ and its group of companies accept no responsibility or liability for the information contained on any such site or the consequences of connecting from the Planning Portal website to a link provided on the site. The existence of a link to another website does not imply or express endorsement of its provider, product or services by PPQ or its group companies or the suitability or compatibility of the site with the visitor and its information technology systems.

**We recommend you review the Privacy Policies of any such websites before continuing to use them**

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<sup>1</sup> If you withdraw your consent you will no longer be able to access and submit planning applications through our service.

## Collection of personal data

We require certain information in order to process your planning and/or building control application and other services offered through the PPQ website. We collect personal details from you together with information we learn about you from your use of our website and other websites accessible through our site.

### What information do we collect from you?

We may collect and process the following personal data:

- Information collected from you as part of our online registration process. You will create your own username and password, which doesn't have to be related to your real name, but we will need to ask you for some additional personal information to create your account (such as your name, email address).
- Information collected from you as part of additional PPQ services or tools you subscribe to use.
- Technical information provided while using the website such as IP address.
- Details of transactions you carry out through our site and in the fulfilment of your orders including credit/debit card or other payment detail, please refer to our [Financial Transaction Service Statement](#) for more information.

Information collected through surveys that we use for research purposes or for feedback of an event you may have attended, although you do not have to respond to them. We may keep the responses you submit to help us improve our services.

We do not collect information about our visitors from other sources, such as public records or bodies, or private organisations.

From time to time we will also use your contact details to communicate with you, to let you know about other related products and services and special offers we introduce, which we feel may be of interest to you. If you consent to us contacting you for this purpose please tick the relevant options in the registration process to confirm if we may contact you by email for these purposes.

If at any stage you wish to withdraw consent to PPQ and our partners' collection, use, transmission, processing and maintenance of data and any related communications you can do so by contacting us via the "[Contact Us](#)" section or by changing your permissions on your application registration preferences page. Further information on reasons to contact us are available in our FAQ '[How do you use my information after communicating with me?](#)'

## How do we use your information?

We hold the names and contact details of individuals acting in their capacity as representatives of their organisations, across the business. If this relates to interactions regarding our regulatory functions, the legal basis is article 6(1)(e) of the GDPR. If the interactions relate to suppliers, contracts, IT and supplementary services etc., the legal basis is article 6(1)(c) of the GDPR for any legal obligation or article 6(1)(f) because the processing is within our legitimate interests as a business.

We use the information provided to us to fulfil various duties and obligations as set out below:

<b>Legal basis for processing and sharing the data</b>	<b>Why we need your data and how we will use it</b>
Processing necessary for the fulfilment of statutory regulations for the transfer of data to Local Authorities	<p>The online application service provided by Planning Portal supports the submission and processing of:</p> <p><b>Planning application</b> information to the Local Planning Authority (LPA) in accordance with statutory regulations for the purpose of submitting a planning application</p> <ul style="list-style-type: none"> <li>Any application information collected for that purpose will be shared with the relevant LPA to allow them to process your application.</li> <li>Once submitted to the LPA your application data will be controlled and processed by that Authority. They will inform you of any obligations under General Data Protection Regulations (GDPR) and any other legal, regulatory and commercial requirements relating to information security and data protection.</li> </ul> <p><b>Building Control</b> application information to the Local Authority Building Control (LABC) department or Approved Inspector in accordance with the Building Regulations 2010</p> <ul style="list-style-type: none"> <li>Any information collected for that purpose will be shared with the building control organisation that you have selected to review your form as part of the submission process.</li> <li>Once submitted to the organisation or individual that you have selected to review your form as part of the online submission process, your application and data will be controlled and processed by that organisation. They will inform you directly of any obligations under the GDPR and any other legal, regulatory and commercial requirements relating to information security and data protection.</li> </ul>

For the performance of your contract with us	<ul style="list-style-type: none"> <li>To deliver services and provide customer support to you as directly contracted with you.</li> </ul>
To administer the Service	<ul style="list-style-type: none"> <li>To send you system messages in reliance on our legitimate interests in administering the Service and providing certain features. For example, we may inform you about changes to our Service, such as planned outages, or send you account, security or compliance notifications, such as new features, system updates, releases.</li> </ul>
Where you give us consent	<ul style="list-style-type: none"> <li>To invite you to workshops, seminars, conferences and other events organised by ourselves or our partners</li> <li>To respond to your query, complaint, issue or any matters raised with us</li> </ul>
To comply with our legal and regulatory obligations	<ul style="list-style-type: none"> <li>To enable us to provide access to our offices and corporate systems</li> <li>Processing of information where the law requires us to do so</li> <li>To respond to claims, accident investigations and other legal procedures where we are required to provide information</li> </ul>
To maintain and monitor the performance of our website	<ul style="list-style-type: none"> <li>Process your personal data in accordance with article 6(1)(f) of the GDPR, which allows us to process personal data when its necessary for the purposes of our legitimate interests.</li> </ul>
To deliver supplementary services	<ul style="list-style-type: none"> <li>To provide, support and improve the Service to perform our contract with you for the use of the Service or where we have not entered into a contract with you, in reliance on our legitimate interests in administering and improving the Service and providing certain features. For example, this may include sharing your information with third parties in order to provide supplementary service that support our Service or to make certain features of the Service available to you.</li> </ul>

We will only use your information for the purpose(s) it was collected for, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose or where there is a legal requirement for us to use that information. We may process your information without your knowledge or consent only where this is required or permitted by law.

## Who we share your information with

In order to deliver our services and fulfil our legal obligations, we may share your information with other companies or subsidiaries including those within the PPQ Group. These include:

- TerraQuest Solutions Limited
- Apse Capital Limited
- Partner organisations to whom we provide services including:
  - Local Authorities, County Councils, Unitary Authorities, National Parks / District Councils
  - Approved strategic regional authorities, e.g. GLA
  - Approved Inspectors
- Individuals whom you have agreed we should share information about you with or who are acting in your interest, such as your next of kin or power of attorney
- Third parties instructed by us to provide services on our behalf (but not with advertisers and ad partners), such as:
  - Providers of IT services and IT hosting environments
  - Organisations who conduct customer satisfaction and feedback services
  - Our professional advisors (including legal services providers, banks, auditors, quality assurance assessors)
  - Debt collection and management agencies
  - Marketing and event management companies
  - Communications and PR management companies
  - Analytics, search engine analytics and other agencies who assist us in the improvement of our websites
  - Third parties with whom we are working to provide related services
  - Third parties who have a statutory duty or perform tasks in the public interest as set out in law, including
    - Information Commissioners Office
    - Law enforcement and other authorities who require reporting of processing activities in certain circumstances

We may also share your application data with third parties with a legitimate interest in engaging in the planning consent process or seeking to understand market trends, patterns and precedents, such as:

- Statutory and non-statutory consultees
- Utility providers
- Government bodies

All use of personal data with the above parties will be subject to appropriate confidentiality and security measures. If any further data sharing occurs, we will ensure this is consistent with the purpose(s) it was collected for, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose or where there is a legal requirement for us to use that information. We may process your information without your knowledge or consent only where this is required or permitted by law.

## Disclosure of your information

Where we have previously obtained your consent, we may share your user and/or data with selected third parties who provide relevant products and services which we feel would be of genuine interest to you. If you do not agree to this use of your information, you can opt out as part of the registration process and at any time withdraw consent by changing your preferences on your application registration preferences page or by emailing us at [communications@planningportal.co.uk](mailto:communications@planningportal.co.uk).

You agree that when you send or provide us with personal information via email (that is, in a message containing a question or comment, or by filling out a form that emails us this information) or via telephone, we will use the information you provide to respond to your requests. You agree that we may forward your email or information to internal group companies and/or employees of partner organisations, or contract personnel who are better able to answer your questions.

With your consent we may disclose your information to trusted third-party service providers such as credit card providers, advertisers and data partners who process information about site locations and developments only for the purposes described in this privacy statement.

We may share information about you that has been aggregated or anonymized such that it



cannot reasonably be used to identify you. For example, we may show the total number of times a post has been viewed without identifying who the visitors were.

Without prejudicing your rights to withdraw your consent and/or to alter your own data, for the purposes set out above you authorise us to retain and use your personal data and to transmit it internally within the organisation or to government agencies wherever they may be located. If you would like to view or amend your personal data or to delete your Planning Portal account<sup>2</sup>, please contact us via the details contained in the '[Contact Us](#)' section below.

If you would prefer not to receive information from us regarding our services and special offers please either contact us at [communications@planningportal.co.uk](mailto:communications@planningportal.co.uk), unsubscribe using the unsubscribe button on the relevant communications or amend your details via the registration preferences in regard to communication and data sharing. Please be aware that requests to unsubscribe may take up to seven working days to action and take effect.

## Transfer of your information outside the EEA

PPQ is a UK based business with operational bases in the UK only, however some of the data we collect from you may be transferred to third parties who will store data outside of the European Economic Area (EEA). Examples of where this may occur include where we use a hosted service to manage and deliver operational and business processes (such as Planning Application Services, Financial Transaction Service, Social Media). We endeavour to only instruct suppliers that can provide the same level of data security that we have here in the UK and where it is necessary to transfer your personal information to a country outside of the EEA which has not been approved by the European Commission, we will ensure that appropriate safeguards are in place. This will ordinarily be through the use of approved EU standard contractual clauses or an approved framework, such as the U.S. Privacy Shield, that are designed to help safeguard your privacy rights and give you remedies in the event of your information being misused.

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<sup>2</sup> If you withdraw your consent you will no longer be able to access and submit planning applications through our service.

## How you can contact us

### Calling us

When you call our main telephone number (0333 323 4589), we collect Calling Line Identification (CLI) information. This is the phone number you are calling from (if it's not withheld). We hold a log of the phone number, date, time and duration of the call, but do not audio record the call itself although we might make notes during the call to help us answer your query.

We use this information to understand the demand for our services and to improve how we operate. We may also use the number to call you back if you have asked us to do so, if your call drops, or if there is a problem with the line.

We welcome calls in Welsh on our dedicated line (0117 403 3360). Rydym yn croesawu galwadau yn Gymraeg ar ein llinell bwrpasol (0117 403 3360).

### Social media

We use social media platforms such as Wordpress, Twitter, Facebook and LinkedIn to manage our social media interactions and any message will be stored by that platform and may also be stored within our Customer Relationship Management (CRM) or Service Management system.

We see all this information and decide how we manage it. For example, if you send a message via social media that needs a response from us, we may process it in our CRM and/or Service Management system as an enquiry or a complaint.

When contacting PPQ through a social media platform, we suggest you familiarise yourself with the privacy information of that platform.

### Emailing us

We use Transport Layer Security (TLS) to encrypt and protect email traffic in line with government guidance on email security. Most webmail such as Gmail and Hotmail use TLS by default.

We'll also monitor any emails sent to us, including file attachments, for viruses or malicious software. You must ensure that any email you send is within the bounds of the law.

## Analytics

When you visit [www.planningportal.co.uk](http://www.planningportal.co.uk), we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out such things as the number of visitors to various parts of the site. This information is only processed in a way that does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

To provide website visitors with the ability to prevent their data from being used by Google Analytics you can download and install the Google Analytics opt-out add-on for your web browser. Further information on the privacy policy for Google Analytics is available via the following link: <https://support.google.com/analytics/answer/6004245?hl=en>

If we do collect personal data through our website, we'll be upfront about this. We'll make it clear when we collect personal information and we'll explain what we intend to do with it.

## Cookies

We use a cookies tool on our website which relies on implied consent of users, although we are taking reasonable steps to align our use of cookies with the standard of consent required by GDPR.

[Read more about how we use cookies in our cookie policy.](#)

## How long your information will be kept for

We will keep your information for as long as is necessary to provide services to you, to fulfil our legitimate business interests or to meet our legal obligations. In order to meet our legal obligations, we may need to keep your information even when you are no longer actively receiving services from us.

To determine the appropriate retention period for personal information, we consider the amount, nature and sensitivity of the information, the purposes for which we were originally processing it, the potential risk of harm from its unauthorised disclosure or loss and any legitimate interests or legal obligations its retention may be required to meet. Your information will be kept in line with our Retention Policy and internal procedures. [We describe our retention practices in more detail in this FAQ.](#)

## Your Rights

You have various legal rights in relation to the personal information that we collect and process, these are defined as the right to:

- Access the information that we process about you, together with details about why and how we are using it, who we have shared it with
- Ask us to correct any information we hold about you that is inaccurate or incomplete
- Ask us to erase information if we no longer have a legal basis for processing or storing it (please note that this right can only be exercised in certain circumstances and, if you ask us to erase your information and we are unable to do so, we will explain why not)
- Ask us to restrict processing your information in certain circumstances
- Ask us to transmit ('port') information about you in a structured, commonly used and machine-readable format
- Object to us using particular information, or using it in a particular way
- Object to us using and storing your information for direct marketing purposes

If you would like to exercise any of the above rights, you can do so by getting in touch via the contact details at the end of this privacy policy or via our Data Protection Officer. We may require you to provide proof of identity, address or other details. Where we are unable to fully action your request, we will explain why and outline any next steps.

We do not use automated decision-making processes within the scope of this privacy policy.

For more information on your privacy rights under current data protection law, including the circumstances under which they apply, we recommend you visit the Information Commissioner's Office website at: [www.ico.org.uk](http://www.ico.org.uk)

Please ensure that the information you submit is accurate and correct. Do not include personal information about third parties (including family members or sensitive information about an individual) unless you have told the individual concerned and they consent to it being supplied.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our website, you are responsible for keeping this password confidential. You should not share this password with anyone.

## Keeping your information secure

We take seriously the need to keep the personal data we process secure and have in place various organisational and technical measures to prevent information being accidentally lost, stolen, accessed or disclosed in an unauthorised way. We limit access to your information to those with a genuine business need to see it so those processing your information will do so in an authorised manner and subject to a duty of confidentiality.

We maintain various industry standard security technologies and tools to prevent and detect unauthorised access and amendments to our systems, including firewalls and other perimeter devices, anti-virus and threat protection systems and email and internet security software.

Unfortunately, the transmission of information via the internet is not completely secure and while we do our best to protect information you transmit to us via our websites and email, we cannot guarantee its security and transmission is at your own risk. When we receive your information, we use strict procedures and security features to try and prevent unauthorised access and protect your personal data against unlawful processing, accidental loss, destruction and damage. We will retain your information for only as long as is necessary or as long as the law requires.

Get Safe Online ([www.getsafeonline.org](http://www.getsafeonline.org)) provide more detailed information on how to protect your information and devices against fraud, identify theft, viruses and other online treats and is supported by HM government and leading businesses.

We take great care to ensure the security of our website. To prevent any unauthorised access to the data you provide to us, the site is protected using SSL (Secure Socket Layer) technology. SSL is the industry standard method of encrypting personal information and credit card details so they can be securely transferred over the Internet.

We maintain policies and procedures to help ensure a consistent approach to security best practices and behaviours across our company, including the safe transfer and handling of data and the secure use of our systems. All our employees, contractors and subcontractors who have access to, and are associated with, the processing of personal data are obliged to respect the confidentiality of our visitor's personal data.

Our websites may offer publicly accessible blogs and community forums. You should be aware that any information you provide in these areas may be read, collected, and used by others who access them. We're not responsible for any personal information you choose to submit in these areas of our site. To request removal of your personal information from our blog or community forum, contact customer support at [support@planningportal.co.uk](mailto:support@planningportal.co.uk), although in some cases, we may not be able to fulfil your request and we will let you know why.

Commenting systems on our blogs are managed by a third-party application that may require you to register to post a comment. Please review that application's privacy policy to learn how the third party uses your information.

## How to complain

If you are concerned about any aspect of how we handle your personal information or your rights as outlined above, you can contact our Data Protection Officer on the details below. Alternatively, you can log a complaint directly with the UK's supervisory authority, the Information Commissioner. The address for the Information Commissioner's Office is:

The Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. The ICO website is available at: [www.ico.org.uk](http://www.ico.org.uk)

## Data controller

For the purposes of the General Data Protection Regulation 2016 and the Data Protection Act 2018 ("the Act"), the data controller is PortalPlanQuest Limited, a company incorporated in England and Wales (ICO number ZA154733) whose registered office is at Quayside Tower, 252-260 Broad St, Birmingham B1 2HF.

The Data Protection Officer can be contacted via email at: [data.protection@TerraQuest.co.uk](mailto:data.protection@TerraQuest.co.uk) or by writing to Data Protection Team, at the registered office.

## Contact us

If you have any questions about your personal data or our Privacy Policy or if you wish to correct any data about yourself that you feel to be inaccurate, wish to provide us with feedback, or make an access request to your personal data; please contact the Planning Portal Support Desk.

We follow strict security procedures in the disclosure of information. Our security procedures require that before we disclose sensitive information we request:

- proof of identity; OR
- a signed authority, including from any third party whose data you request on their behalf.

### Email

[support@planningportal.co.uk](mailto:support@planningportal.co.uk)

### Postal Address

Planning Portal Support Desk

Planning Portal

Suite 4C, Spectrum Building

Bond Street

Bristol, BS1 3LG

### Telephone

0333 323 4589

## Changes to Privacy Policy

Our privacy statement may change from time to time and any changes to the statement will be posted here.