

PortalPlanQuest Ltd (PPQ) Privacy Policy

PPQ website privacy statement

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.

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Why we are collecting data

All data collected upon registration in PPQ's Planning Portal website (www.planningportal.co.uk)

or as part of any purchase of services provided by PPQ will be processed in line with this privacy statement. 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;
- Send system generated notifications as part of the application process;
- Check details of transactions you carry out through our site and in the fulfilment of your orders;
- Check 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 ancillary services; and
- 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, you can do so by contacting us via the "Contact Us" section or by changing your permissions on your application registration preferences page¹.

If we wish to use your personal data for a purpose, other than which it was originally supplied,

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

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 and PortalPlanQuest (PPQ) Ltd 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 Ltd 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

Collection of personal data

We require certain information in order to process your planning and/or building control application and your purchase of 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 (such as your name, email address);
- Information provided while using the website including 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

We may from time to time ask you to complete surveys that we use for research purposes, 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 planning related products and services or any new 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 account 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.

Legal basis for processing and sharing the data

The online application service provided by Planning Portal supports the submission and processing of:

- 1. Planning application** information to the Local Planning Authority (LPA) in accordance with statutory regulations for the purpose of submitting a planning application
 - Any application information collected for that purpose will be shared with the relevant LPA to allow them to process your application.
 - 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.
- 2. Building Control** application information to the Local Authority Building Control (LABC) department or Approved Inspector in accordance with the Building Regulations 2010
 - 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.
 - 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.

Other than for the fulfilment of statutory regulations for the transfer of data to LPAs PPQ does not share data or transfers data. If any data sharing changes occur we will first contact users to gain their consent, any agreements will provide for specific and limited processing of user data in service of PPQ's operations so as to meet the requirements of UK and EU law.

We may disclose or share information we have collected and processed for law enforcement purposes if we are under a duty to do so or in order to comply with any legal obligation. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Disclosure of your information

Where we have previously obtained your consent we may from time to time share your user and/or application 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 with us, or at any time withdraw consent by changing your preferences on your application registration preferences page or by emailing us at communications@planningportal.co.uk.

You agree that when you send us 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.

If we wish 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 or post but may use other means where appropriate to contact you.

Payment Card Industry Data Security Standards (PCI DSS)

All payment details are transmitted over a secure connection (secure sockets layer (SSL)) across dedicated network infrastructure (multiprotocol label switching (MPLS)) and stored in compliance with PCI DSS.

We may also pass your information on to government authorities or enforcement bodies for compliance with legal requirements.

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.

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, 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 contact 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, 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.

Site tracking

We use tracking software, including Google Analytics features, to collect and monitor visitor traffic and site usage for the sole purpose of helping us develop and improve the design and layout of the websites. Information includes:

- number of visitors to the site
- where visitors to the site have come from
- the pages visited on the website and how long is spent on each webpage

These cookies collect information in an anonymous form. Google undertakes that it will not link your IP address with any other data held by Google.

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 Google's analytics privacy policy is available via the following link:

<https://support.google.com/analytics/answer/6004245?hl=en>

Cookies

What are cookies?

Cookies are small text files that are transferred to your computer's hard drive through your web browser to enable us to recognise your browser and help us to track visitors to our site; enabling us to understand better the products and services that will be most suitable to you.

A cookie contains your contact information and information to allow us to identify your computer when you travel around our site for the purpose of helping you access the necessary information to support your application.

Most Web browsers automatically accept cookies, but, if you wish, you can set your browser to prevent it from accepting cookies. The 'help' portion of the toolbar on most browsers will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie, or how to disable cookies altogether.

How Planning Portal use cookies

The Planning Portal website uses cookies to help us improve our service to you and to provide certain features that you may find useful. This may include cookies from media and advertising partners that are used to deliver advertising messages that are more relevant to you.

Save for the use of cookies, we do not automatically log data or collect data apart from the information you specifically provide to us. For more information on our partners privacy and cookie policy please visit their websites.

The cookies we use do not detect any information stored on your computers.

For more information about cookies and how to stop cookies being installed visit the following website: <https://ico.org.uk/for-the-public/online/cookies/>. Please note that doing this may adversely impact your ability to use our services.

By using our websites and agreeing to this privacy policy, you expressly consent to the use of cookies as described in this policy.

Confidentiality and security

Your attention is drawn to the fact that any information carried over the Internet may not be secure; information can be intercepted, lost, redirected, changed and read by other people. Any 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 a reasonable period of time or as long as the law requires.

We have implemented security policies, controls and technical measures to protect the personal data that we have under our control from:

- Unauthorised access
- Improper use or disclosure

- Unauthorised modification
- Unlawful destruction or accidental loss.

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 visitors' personal data.

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.

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.

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.

Data controller

For the purposes of the General Data Protection Regulation 2018 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 1390 Montpellier Court, Gloucester Business Park, Brockworth, Gloucester, GL3 4AH

PortalPlanQuest Limited is committed to ensuring that your privacy is protected, and we process and store information in accordance with the data protection legislation of the UK and in line with our policies and procedures as set out in this Privacy Policy.

The Data Protection Officer can be contacted via email at: data.protection@mearsgroup.co.uk, or by writing to Data Protection Team, at the registered office.

For how long we will keep the (personal) data

Your (personal) data will be held for as long as is necessary for the purposes for which it has been collected for as long as you have an account with us, or to comply with our legal obligations, resolve disputes, or enforce our agreements.

[We describe our retention practices in more detail in this FAQ.](#)

Your rights and responsibilities

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.

You have the right to ask us not to process your personal data for marketing purposes. You can exercise your right to prevent such processing by checking certain boxes on the registration service or subsequent communications we use to collect your data or by contacting us at any time at email: communications@planningportal.co.uk

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.

The regulation gives you the right to access personal information held about you. Your right of access can be exercised in accordance with the Act and our Terms and Conditions. Evidence or proof of your identity will be required.

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

Postal Mail:

Planning Portal Support Desk
Planning Portal
Suite 4C, Spectrum Building
Bond Street
Bristol, BS1 3LG

Telephone number: 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.