

## **PRIVACY NOTICE - PLANNING DUTY SERVICES**

### **Processing your information**

In order to deal with your general enquiry we will need to obtain some information from you to establish how we can help you and what advice to give.

### **Purpose of processing**

Your information will be used by Mid Devon District Council (MDDC) in dealing with your general planning enquiry. You will be required to provide your name, address the site address and contact details. Your information will be used to contact you with advice and guidance in relation to your question by the Planning Services department.

### **The Data Controller**

Mid Devon District Council, Phoenix House, Phoenix Lane, Tiverton.EX16 6PP

### **The Data Processor**

Planning Services, Mid Devon District Council, Phoenix House, Phoenix Lane, Tiverton.EX16 6PP

### **Data Protection Officer**

Catherine Yandle, Data Protection Office, Mid Devon District Council, Phoenix House, Phoenix Lane, Tiverton. EX16 6PP email; [dpo@middevon.gov.uk](mailto:dpo@middevon.gov.uk)

### **Information security and data sharing**

Your information is stored securely and not shared with any other services without your verbal or written permission.

### **Accuracy of information**

We will process the information given at the time of your enquiry.

### **Retention**

Once your enquiry has been dealt with, your personal information is held for 6 months and then automatically deleted in a secure manner.

### **Transferring Data outside of the EU**

Your information will not be transferred outside the EU by MDDC.

### **Individual rights**

You have certain rights under the Data protection Act and the EU General Data protection Regulations (GDPR). These can be found on the ICO website <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

### **Complaints**

If you are dissatisfied with the service that you have received in relation to your Planning Representation and wish to make a complaint, you should write to Customer Services, Mid Devon District Council, Phoenix House, Phoenix Lane, Tiverton, EX16 6PP. Alternatively

you can email [customerservices@middevon.gov.uk](mailto:customerservices@middevon.gov.uk). Visit our website for more information [How our complaints procedure works - MIDDEVON.GOV.UK](https://www.middevon.gov.uk/how-our-complaints-procedure-works)