

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. (This does not include representations on existing applications). 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

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