

PRIVACY NOTICE – PLANNING – PRE-APPLICATIONS, PRELIMINARY ENQUIRES and SEARCHES

Processing your information

In order to deal with your request 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) for the purpose of dealing with your request. You will be required to provide your name, address the site address and contact details. Your information will be used to contact you to make an appointment (if required) and to provide advice in relation to your enquiry. If you provide consent we may contact you in respect of feedback on our services.

Data Controller

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

Data Processor

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

Data Protection Officer

Data Protection Officer, Data Protection Office, Mid Devon District Council, 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 your information

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

Retention

All requests for pre-application advice, preliminary enquiries or search requests are held as sensitive information on a secure System, and will not be deleted. They are held as information under the Town and Country Planning Act (1990).

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 [Individual rights | ICO](#)



Complaints

If you are dissatisfied with the service that you have received in relation to your Pre Planning Application, Preliminary Enquiry or Search 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)