

Privacy Notice - Bristol City Council

Service Area Privacy Notice

Development Management: Planning, Enforcement and Pre-Application Enquiry

Bristol City Council is the data controller for the purposes of the Data Protection Act 2018 and other regulations including the UK General Data Protection Regulation (UK GDPR), which means it determines what your personal data is used for and why it is collected.

The purpose of this privacy notice is to tell you about how we collect and use personal data in connection with our service. We may update this privacy notice from time to time. When we do this, we will communicate any changes to you and publish the revised privacy notice on our website.

Our main address is City Hall, College Green, Bristol, BS1 5TR and our contact details can be found on [Bristol City Website](#)

What council services are covered by this privacy notice?

Planning Applications – Applying for permissions for new development, change of use, or land use within the confines of Bristol City Council boundary

Enforcement – Investigation and action to address alleged breaches of planning control

Pre-Application Enquiry – A submission of enquiry to seek advice from the planning authority on the proposed development, prior to application submission

Planning

Bristol City Council Planning department processes and decides upon planning applications and development rights for the city's land use.

Provide information regarding joint controllership to any applicable service or processing operation.

We use Idox software to hold and process your data.

How will this service use your personal data?

- We will register and store your name and address in order to contact you about your enquiry; and to
- compile and maintain the statutory register
- We use telephone number and email address to publicise applications and seek comment
- We use address information to make decisions on applications

In the following circumstances you are required by law or contract to provide personal information.

- When making a planning application

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- When submitting a comment on a planning application (see our Planning Online privacy notice for more information)

Enforcement

Bristol City Council Planning Enforcement department processes and decides upon breaches of these permissions and rights.

Provide information regarding joint controllership to any applicable service or processing operation.

We use Idox software to hold and process your data.

How will this service use your personal data?

- To investigate allegations of planning breaches
- To make decisions on applications and reports of breaches
- To compile and maintain the statutory register.
- To get in touch with you during the processing of your application, or investigation of your complaint.
- To advise you of any planning decision, or outcome of any complaint.

In the following circumstances you are required by law or contract to provide personal information.

- When making a planning enforcement complaint

Pre-Application Enquiry

Bristol City Council Planning Enforcement department processes and decides upon breaches of these permissions and rights.

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- When making a planning application
- When submitting a comment on a planning application (see our Planning Online privacy notice for more information)

What data we need to collect and use?

To provide these services, we will collect and use some or all of the personal information below:

- Name
- Email address
- Address

We get all of this information from you and from what we learn about you through your use of our services.

Who else might we share your personal information with?

Sometimes we may need to share your information, but we will only do so where we have a valid legal basis to share data. We will only share the minimum information for each circumstance. We may share some of your personal information with one or more of the following:

- Planning Inspectorate - To disclose your original application details, should you lodge an appeal
- Partner departments in BCC such as Transport Development and Urban Design Team – To ensure they can view the proposal to be assessed

We may also use data processors to support our activities, for example by providing systems we need or delivering services on our behalf. These processors are:

- Planning Portal – our application service provider
- Idox – our case management service provider

Will my personal data be sent outside the UK?

No personal information is routinely sent or held outside the UK. Should the transfer of personal information outside the UK become necessary, it will only take place if permitted by law, and then only where there are appropriate safeguards in place to protect the data.

What is the legal basis for our use of your personal information?

The information below shows the legal bases we are relying on to use your personal or special category (sensitive) personal information:

Public Task

Personal information

Our legal bases for using your personal information is Public Task under the following legislation:

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1. Town and Country Planning Act 1990, Planning and Compulsory Purchase Act 2004 and the Town and Country Planning Development Management Procedure, England (Order 2015) - Article 6.1.(e).
2. Town and Country Planning (Development Management Procedure) Order - Article 40 (3), (4A), (5) and (7).
3. Town and Country Planning (Development Management Procedure) Order - Article 40 (4), (4A), (5), (6) and (7).

How long we will keep your personal information?

We will hold this information for as long as it is needed, or if we are required to do so by law. In practice this means that your personal information may be retained for the relevant period listed below:

- Planning application documents form part of the Planning Register and will be retained indefinitely in digital form
- Planning Neighbour Notification Lists will be deleted after 6 months
- Planning Appeal forms will be deleted after 12 months
- All documents relating to a Pre-Application Enquiry will be deleted after 3 years from the decision date
- Enforcement Notice, Correspondence and Photos will be retained indefinitely. Complaint details and Appeal documents will be retained for 10 years from the date of the Notice.

After this, your personal information will be deleted.

Your rights as a data subject

The law gives you a number of rights to control what and how personal information is used by us, including the right to access a copy of your personal information and withdraw your consent when we rely on your permission to use your personal data.

Full details about your rights can be found in our [main privacy notice](#). If you are unable to access our digital Privacy Notice, please [contact Citizens Services](#) whom will be able to send a hard copy.

To update or correct your information if it is inaccurate please [contact Citizens Services](#).

To access a copy of your personal information, more details and how to make a request can be found on the [data protection subject access requests page on the council website](#).

You can exercise any of these rights, ask questions about how we use your personal data or complain by contacting us at data.protection@bristol.gov.uk or by writing to our data protection officer at:

Data Protection Officer
Information Governance
Bristol City Council
City Hall
College Green
Bristol
BS1 5TR

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If you think we have dealt with your information inappropriately or unlawfully, you have the right to complain to the ICO at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Website: <https://ico.org.uk/V4.4>