

Working together



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 South Hams District Council and/or West Devon Borough Council 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

South Hams District Council, Follaton House, Plymouth Road, Totnes, TQ9 5NE
West Devon Borough Council, Kilworthy Park, Drake Road, Tavistock, PL19 0BZ

The Data Processor

Planning, South Hams District Council, Follaton House, Plymouth Road, Totnes, TQ9 5NE or
West Devon Borough Council, Kilworthy Park, Drake Road, Tavistock, PL19 0BZ

Data Protection Officer

Data Protection Office, South Hams District Council, Follaton House, Plymouth Road, Totnes, TQ9 5NE
or West Devon Borough Council, Kilworthy Park, Drake Road, Tavistock, PL19 Email
– dataprotection@swdevon.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 SHDC/WDBC

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/fororganisations/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 visit our website

South Hams – <https://www.southhams.gov.uk/article/3659/Comments-and-Complaints>
or write to us at [South Hams District Council, Follaton House, Plymouth Road, Totnes, TQ9 5NE](#)

West Devon - <https://www.westdevon.gov.uk/article/3659/Comments-and-Complaints> or write to us at or
West Devon Borough Council, Kilworthy Park, Drake Road, Tavistock, PL19 0BZ