

Privacy Statement

This privacy notice provides information about our processing of personal information in respect of various casework in England.

Who are we?

We are the Planning Inspectorate, an agency sponsored by the Ministry of Housing, Communities and Local Government (MHCLG). We administer and determine various types of casework on behalf of the Secretary of State for Transport and other bodies.

How do we collect information?

The personal information that we use is provided to us by the parties making, or taking part, in that case. As part of that process, the Department for Transport, local council or other bodies send us information from their consideration of the case.

What type of information do we collect?

Typically the personal information will be your name and contact details plus any other personal information (if any) that you provide in relation to the case.

How is that information used?

The information provided to us is used to determine the case, and our published guidance provides more information about this. You should be aware that the information provided is copied to other parties and can be made publicly available. You should only provide information that has been specifically requested by us or that is otherwise absolutely necessary as part of the case.

We do not accept anonymous representations, but you may ask for your name and address to be withheld. If you request this then your name and contact information will be removed, including in the version provided to the Inspector, and your representation may receive less weight as a result.

The appointed Inspector will consider the information provided and reach his/her decision, providing both the outcome of the case and their reasons for it. Alternatively, where the Secretary of State for Transport or another body makes the decision on the case, the Inspector will produce a report, and this and the relevant case documents are provided to the Secretary of State or other body for them to make the decision.

What is the legal basis for our processing of information?

Our processing of personal information is necessary for the effective determination of the case and is therefore necessary for the performance of a task carried out in the public interest. There are also explicit statutory/legal obligations on us in respect of that casework.

Our processing of any special category data (if any is provided) is on a similar basis, being necessary for reasons of the substantial public interest in exercise of our official function of administering and determining cases.

What are the consequences of failing to provide your information?

If you fail to provide us with information required to validate your case then we may not be able to consider it. We will normally let you know if this applies. There is no statutory obligation on interested parties to participate in a case.

How long do we keep your information?

We normally keep copies of the information provided to us on a case for a period of one year following issue of the decision, and keep the report or decision itself for 5 years.

Who do we share information with?

As set out above and in our guidance, the information we receive is copied to case parties and also made publicly available. We may also provide information to the Department for Transport or the appropriate body.

We may use third party service providers to assist us in the provision of our service – for instance through the provision of information technology services). Where we do so, contracts will be put in place to ensure that your personal information is processed only as instructed by us (unless otherwise required by law), and that appropriate measures are in place to ensure the security of information.

Your rights in respect of your personal information

Data protection legislation provides you with rights in respect of your personal information. Typically these are:

- the right to be informed;
- the right of access;
- the right to rectification;
- the right to erasure;
- the right to restrict processing;
- the right to data portability
- the right to object;
- rights in relation to automated decision making and profiling.

Given our lawful basis for processing information, your rights to erasure, data portability and to object to the processing of your information may not apply and we do not use automated decision making or profiling.

Your other rights may also not be absolute and, as our legal basis for processing information is not normally dependent on your consent, withdrawal of this is not normally applicable. However, if you

have concerns over the use of your personal information, or wish to exercise your rights, then please contact us at the address below.

Complaints about the processing of your personal information

When we process your personal information we will comply with the Data Protection Act. If you are unhappy with the way the Inspectorate processes your personal information then you should first contact the Inspectorate's Data Manager:

dataprotection@planninginspectorate.gov.uk

Data Manager, The Planning Inspectorate, 3rd Floor Temple Quay House, 2 The Square, Temple Quay, Bristol, BS1 6PN.

Alternatively, you can contact our respective sponsor's Data Protection Officer directly (please make clear that your query/complaint relates to the Planning Inspectorate)

MHCLG: dataprotection@communities.gov.uk

If you are still not happy, or for independent advice about data protection, privacy and data sharing, you can contact:

The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113 or 01625 545 745

<https://ico.org.uk/>

Virtual Events

Please note that other parties may see the email address you use to join the event. If you do not wish the email address that we are currently using to correspond with you to be seen by other parties, you may wish to set up a free email account on-line to join with.

What will be collected?

- E-Mail address
- Phone number (if a participant joins by mobile)
- IP address
- Display Name
- Self-Image – If video is shared

How is it collected?

- E-Mail address requested in event invite.
- Phone numbers - If the participant joins by phone, then your phone number would be visible to all participants (this can be masked by the individual by turning off Caller ID, generally known as dialling 141) in which case a random number is displayed.
- IP address – Connections to Microsoft Teams will capture the IP address of the participant.
- Display Name – This is collected from the participants joining details
- Self-Image – This is collected when the participant activates their camera.

What metadata will be taken from joining?

- IP Address, joining account information (Email address), Browser Type (If browser is used instead of Teams App)

Where will it be stored?

- E-Mail addresses, Phone numbers, Display Name and Self-Image (will be stored in the virtual meeting room, within Exchange Online, MS Stream (Video Recording) and as appropriate will be transferred to an internal case management system.
- IP Address and Metadata (Will be stored in the Audit Log)

Cookies

- The Planning Inspectorate does not use any of our own technology or storage for the creation and presentation, or collection of cookies or web- beacon analytics.
- Cookies are collected by Microsoft, which is covered in their Privacy Statement [here](#).

Recording /Live Streaming of Events hosted by the Planning Inspectorate

- The Planning Inspectorate will sometimes be required to record or live stream an event, especially if it is of significant public interest and to ensure access to and fairness of the process.
- The recordings will be used for training and awareness in the first instance as well as for responding to potential challenge.

- Any Live Streams will be used to ensure public access to process and will be streamed using Planning Inspectorate approved software to the Planning Inspectorate approved hosting environment (YouTube for non National Infrastructure Events or the National Infrastructure Portal).
- The Planning Inspectorate is the sole Data Controller for these recordings/livestreams.

Good Practice Points

Before the virtual event.....

- Read all of the information in the invitation to/notification of the event that you have been sent.
- Make sure that you have the joining instructions to hand and know how to dial in. Join the Microsoft Teams lobby at least 15 minutes before the event is scheduled to start.
- If you are using video, de-personalise your background as far as possible.
- If you will be represented at the event by an agent or lawyer, consider how you will communicate confidentially with them during the course of the event.
- Make sure the device you are using to access the event is fully charged/plugged in, so that you do not get cut off from the event.
- If you do not understand something or need assistance in preparing to be involved in a virtual event, contact the Programme Officer in reasonable advance of the event taking place. You should note however, that the Planning Inspectorate cannot provide technological support.

During the virtual event.....

- Be in a quiet, private place and let everyone in your location know that you must not be interrupted
- If you are using video, set your screen at 90 degrees so you face can be seen properly, making sure that the view behind you is blank or neutral, ensuring, if possible, that you are not back-lit. You might consider using the 'blur background' function on Microsoft Teams.
- Dress code - please dress as you would if attending an actual event, being respectful of the process.
- Don't have your speakers too loud – it can cause feedback.
- Turn off audio notifications and put phones etc onto silent to avoid distracting noises.
- When you join, give your name to the Programme Officer and then mute your microphone and turn off camera if using.
- During the event, unless you are speaking, it is helpful if you keep your microphone muted and camera off, to minimise background noise and maximise bandwidth.
- Listen carefully to the Inspector who will lead the event. The Inspector will introduce participants and guide the proceedings, inviting particular persons to speak at particular times. You should not speak unless invited to. Each time you speak, state your name and, if applicable, who you are representing.
- You are expected to observe the usual rules and formalities associated with the respective event. If the Inspector considers that the behaviour of a party is not

appropriate for some reason, they will be warned, with the Inspector having the ability to mute that person's contributions at the event, with the ultimate sanction of ejected them from the event in extremis. Any such action would only be considered by the Inspector if previous warnings are not adhered to.