



Development Services

What services are covered by this privacy notice?

1. Planning Services
2. Enforcement
3. Handling Freedom of Information Requests and Subject Access Requests

What personal information do we hold?

The services above may use some or all of the personal information below:

- Names and contact details
- Family details
- Demographic information such as postcode
- Images
- Bank details for payments and/or refunds
- Financial records
- Agent and representatives contact details (if applicable)
- Web data (e.g. location data, IP address, cookies)
- Case file information (e.g. health and genetic records)
- confirmation of Disability information

The data is collected through:

- In person
- Email
- Post
- Application forms
- Website
- Phone
- Third parties

We get most of this information from you, but we may also get some of this information about you from:

- The Planning Portal: Information provided as part of the planning process that comes in from the planning portal. The terms and disclaimer relating to the Planning Portal can be found on the planning portal website www.planningportal.co.uk
- Public access: Information provided as part of consultation on planning applications comes in via the Council's website and Public Access system.
- Website: Information relating to Planning enforcement can come in via the Council's website and the electronic form.



- Hard copy: Information can come in via hard copy, either in the post or in person.
- The Planning Inspectorate: information provided as part of the appeal process comes in from appeal forms via email.
- Other local authorities – Information provided through the partnership authority schemes with other local authorities.

How do we use your personal information?

We will never ask for more personal information than is necessary to deal with your enquiries. The type of information we collect will depend upon the nature of your contact with us. We use your information in:

- planning services to provide comprehensive planning services as part of the managing and determining planning and tree work applications. We are required by law and in the public interest, to publish planning applications and supporting documents so that they are available to view.
- planning enforcement in respect of allegations of unlawful development, non-compliance with planning conditions, and unauthorised works to trees, will be kept anonymous. We only keep your information to report back to you on the outcome of an investigation into an alleged breach or unauthorised tree works

Who else might we share your personal information with?

Applicants and agents should note that all information submitted as part of the planning application will be made publicly available and will be shared with third-parties where necessary, including Essex County Council, statutory consultees, neighbouring properties and any other parties at the council's discretion.

If you comment on a planning application we will remove personal details (your telephone number, email address and signature) from the comment before sharing with other organisations, with the exception of the Planning inspectorate for the purpose of Planning and Enforcement appeals. All information (including your personal data) stored on our databases may be managed and hosted by a contract with an external provider. We do not currently publish consultation or neighbour comments received on a planning application online on our website.

Any building control correspondence submitted to Castle Point Borough Council may be shared with other organisations and other parts of the Council for the purpose of the building control process or in the interest of public safety where correspondence is in relation to a dangerous structure. Copies may also be provided to third parties, such as the agents or Magistrates Court.

Any planning application correspondence submitted to Castle Point Borough Council may be shared with other organisations and other parts of the Council for the purpose



of the planning process only. Copies may also be provided to third parties, such as the applicant, agent and/or consultees.

Castle Point Borough Council may pass on your personal data to third parties for the purposes of detecting or preventing fraud or other crime.

Organisations may include:

- Essex County Fire and Rescue
- Police Authorities
- Department of Work and Pensions
- Anglian water services
- Electricity and gas Supply Companies
- Health and Safety executive
- Local Authority Building Control (LABC) and other public bodies
- Planning portal
- Lawyers and Conveyances
- Surveyors and Scheme Designers
- Disability Facilities Grants (DFG) Contractors and service installers
- Structural Engineers
- Registered Social Landlords

In the event of a legal challenge or complaint, where relevant, all correspondence received will be sent to the Courts or the Local Government and Social Care Ombudsman (LGO).

Data Processors supporting these activities include:

IDOX - [Privacy Statement](#)

Planning Portal - [Privacy notice - Website Terms and Conditions - Planning Portal](#)

Planning Inspectorate - [Customer Privacy Notice - GOV.UK](#)

Your data may be accessed by a range of IT providers who support the Council's IT systems and services. Where the Council have these arrangements, there is always a contractual agreement with them to ensure they comply with the Data Protection Law.

We will never sell your data, however it will be shared with third parties to:

- improve and optimise the performance of our services
- help if there is need of any professional or legal advice on a matter relating to you
- comply with legal obligations and legislative requirements
- help business partners, suppliers and sub-contractors to deliver any contract we enter with them or you



- help prevent fraud and tackle crime.

Statutory Legislation

The main legislation that provides us with the statutory basis to deliver our services is as follows:

- The Town and Country Planning Act 1990
- The Planning (Listed Buildings and Conservation Areas) Act 1990
- The Planning and Compensation Act 1991
- The Planning and Compulsory Purchase Act 2004
- The Planning Act 2008
- The Climate Change Act 2008
- The Equality Act 2010
- Flood and Water Management Act 2010
- The Localism Act 2011
- Self-Build and Custom Housebuilding Act 2015
- Housing and Planning Act 2016
- The Neighbourhood Planning Act 2017
- Town and Country Planning (Use Classes) Order 1987 as amended
- Town and Country Planning (General Permitted Development) (England) Order 2015
- Town and Country Planning (Development Management Procedure) (England) Order 2015 (DMPO)
- The Town and Country Planning (Local Authority Consultations etc.) (England) Order 2018
- The Planning (Listed Buildings and Conservation Areas) Regulations 1990
- Environmental Assessment of Plans and Programmes Regulations 2004
- Town and Country Planning (Control of Advertisements) Regulations 2007
- Flood Risk Regulations 2009
- Community Infrastructure Levy (CIL) Regulations 2010 (as amended)
- The Town and Country Planning (Local Planning) (England) Regulations 2012
- Town and Country Planning (Fees for Applications, Deemed Applications, Requests and Site Visits) (England) Regulations 2012
- The Planning (Listed Buildings) (Certificates of Lawfulness of Proposed Works) Regulations 2014
- Conservation of Habitats and Species Regulations 2017
- Town and Country Planning (Environmental Impact Assessment) Regulations 2017
- Growth and Infrastructure Act 2013

Who is the Data Controller for this processing?

Castle Point Borough Council is the Data Controller for this processing.



The conditions that we use to process your personal information are:

- **public task:** the processing is necessary for us to perform a task in the public interest or for our official functions
- **legal obligation:** the processing is necessary for us to comply with the law (not including contractual obligations).

Personal Data							
Special Category Information							
Service	Legal Obligation	Public tasks	contract	Consent	Substantial Public Interest	Legal Claims	Explicit Consent
Planning services	✓	✓			✓		
Enforcement							
Handling Freedom of Information Requests and Subject Access Requests							

Where we are relying on your consent to use your personal information you have the right to withdraw this consent at any time by contacting planning@castlepoint.gov.uk or calling 01268 882200 and advising which service you are using.

How long will we keep your personal information?

We will only use your personal information whilst delivering the service to you and to deal with any questions or queries that we may receive about this unless the law requires us to keep it for a longer period.

All information submitted within a planning application, consultee, neighbour representations and petitions, including names, addresses, signatures and contact details, will be retained by the council on a permanent basis and will form part of the Statutory Planning Register.

In practice, this means that your personal information may be retained for:

- Enforcement
- Planning Services

Will my personal data be held or used outside of the United Kingdom?

No personal information is routinely sent or held outside the UK. Should the transfer of personal information outside of 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.

Your rights

Please see our main notice for an explanation of which rights apply. This will be determined by the legal basis we are relying on to use your personal information.

If you wish to exercise any of these rights, please contact dpo@castlepoint.gov.uk.

You can obtain further information about these rights from the Information Commissioner's Office at: www.ico.org.uk or via their telephone helpline (0303 123 1113).

You also have the right to lodge a complaint in relation to this summary notice, the full Privacy Notice, or our processing activities with the Information Commissioner's Office, which you can do through the website above or their telephone helpline.

Changes to this private notice

We keep our privacy notice under regular review. This privacy notice was last updated in July 2025.

Contacting us

You can contact our Data Protection Officer, Angela Law by email at dpo@castlepoint.gov.uk or write to us at:

Civic Governance & Law
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Thundersley
Benfleet
Essex SS7 1TF
01268 882200