



Lake District
National Park

Guidance on how we handle personal data

For applicants, agents, people commenting on applications and appeals, people reporting possible breaches of planning control

The planning process requires that we hold certain information. Fairness and transparency is important to us and we aim to be as open as we can in line with the Freedom of Information Act and the Environmental Information Regulations. In doing so we need to safeguard personal information that we receive and hold for our purposes in line with the General Data Protection Regulation and the Data Protection Act.

What happens to planning applications?

We display applications on our website including the names and addresses on application forms.

We review submitted documents and:

- redact signatures, personal telephone numbers and email addresses and other personal details before we display on our website
- hold this personal information confidentially for contact purposes

We handle around 1200 applications each year and you can help us by not providing personal data unless it is required. For example; details about your family are unlikely to be material to our decision.

Application forms	<ul style="list-style-type: none">• Complete forms electronically if you can• If you are represented by an agent please do not provide contact telephone and email details for the applicant• We will redact applicant personal email addresses and telephone numbers before displaying on our website• We will hold personal email addresses and telephone numbers for contacting you• We do not consider agent email addresses and telephone numbers to be personal and we will display these on our website
Letters with applications	<ul style="list-style-type: none">• Please do not sign letters
Documents with applications	<ul style="list-style-type: none">• Please do not sign documents, for example bat surveys (with the exception of statutory declarations)

Whenever possible please avoid providing us with personal information, organisation details are fine. If we receive an application containing personal information we may contact you with advice so that you can consider whether providing the personal information is necessary as evidence to your application.

What happens to comments we receive on applications?

If possible please use planning@lakedistrict.gov.uk

We will display all **replies from organisations** on the relevant application on our website.

Please do not provide signatures, personal telephone numbers or email addresses, organisation details are fine.

We will display all **replies from the public** on the relevant application on our website. Please do not provide signatures or telephone numbers.

We will redact any signatures, email addresses and telephone numbers before we display the reply on our website.

What happens to representations containing personal comments?

If we display on our website matters containing untrue allegations that undermine somebody's reputation this could be defamatory. This has potentially serious implications for legal action against us and the writer and we do not want to take this risk.

We are committed to avoiding displaying comments on our website that may be defamatory. We take a precautionary approach and if we consider or we have doubt that the comments or allegations could be defamatory we will:

- return the correspondence (with a copy of this note)
- destroy the original correspondence

We encourage people to:

- adhere to planning matters and avoid personal comments
- consider providing their comments again in another way, if we return them, in order that we can consider views on planning matters
- let us know if you believe that we have displayed a comment that could be defamatory and we will review and remove it where appropriate

Comments that are substantially true or are an honest opinion – based on fact, giving the basis for the opinion and expressed as opinion – are not likely to be found to be defamatory. However, we may not know what is defamatory and what is honest opinion. In any event our display of personalised comments is not in our or the public interest and we will seek to avoid doing so.

What happens to comments we receive on appeals?

We will display these on our website, see guidance on commenting on applications.

What about people reporting possible breaches of planning control?

Please provide us with your contact details, which we will treat confidentially. Please be aware that, upon request, we would provide people with a copy of any correspondence you have sent us, redacted for confidentiality.

Finally...

Our [Privacy Notice](#) sets out in more detail the data we collect about you, how we collect your personal data, the purposes for which we use your data, details of organisations to whom we may send your data, how we keep your data safe, what you can do with your data and how you can exercise your privacy rights.

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