

PRIVACY STATEMENT

Prism Planning is committed to preserving the privacy of all visitors to our website at www.prism-planning.com and at our office. Please read the following privacy policy to understand how we use and protect the information that you provide to us. By engaging us to act for you, you consent to the collection, use and transfer of your information, under the terms of this policy.

Information We Collect from You

When you contact us, either by telephone, email or in a face to face meeting, you may be asked to provide certain information about yourself including your name, postal address and contact details, including e-mail (where applicable) and all relevant telephone numbers.

We may also collect information about you from details contained within e-mails or letters you send to us.

Use of Your Information

Your information will enable us to supply the goods or services you have requested. It will also enable us to contact you where necessary concerning the interest you have shown in our services and advice.

We may use your information to contact you for your views on our services and to notify you occasionally about important changes or developments to our website or our services. Further, where you have consented, we might also use your information to let you know by email about other products and services which we offer which may be of interest to you. If you change your mind about being contacted in the future, please let us know by emailing us at admin@prism-planning.com and asking to be removed.

Disclosure of Your Information

The information you provide to us may be accessed by or given to third parties who act for us for the purposes set out in this policy or for other purposes approved by you. Those parties process information and provide support services on our behalf. They will typically be consultants preparing reports to support your planning application.

You will however appreciate that all planning applications and the contents of any documentation supporting the planning applications we are involved with submitting on your behalf are public documents. All Councils will put them on a public register and most will upload them onto a Council hosted website.

If you change your mind about being contacted by either ourselves or these companies in the future, please let us know by e-mail to admin@prism-planning.com or in writing to **Prism Planning Ltd, 1st Floor, 11 High Row, Darlington, DL3 7QQ.**

Finally, if our business enters into a joint venture with or is sold to or merged with another business entity, your information may be disclosed to our new business partners or owners.

Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

For further information visit www.aboutcookies.org or www.allaboutcookies.org. You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

Security and Data Retention

We employ security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage. We will retain your information for a reasonable period or as long as the law requires.

Unless otherwise instructed to the contrary by you, we will securely dispose of all paper copies we hold of your planning application after a period of 6 years. You will appreciate that all Local Planning Authorities will have duplicate copies of the same information.

Accessing and Updating

You are entitled to see the information held about you and you may ask us to make any necessary changes to ensure that it is accurate and kept up to date. If you wish to do this, please contact us by e-mail at admin@prism-planning.com or in writing to **Prism Planning Ltd, 1st Floor, 11 High Row, Darlington, Co Durham, DL3 7QQ.**

We are entitled by law to charge a fee of £10 plus VAT as applicable to meet our costs in providing you with details of the information we hold about you.

Changes to our Privacy Policy

Any changes to our privacy policy in the future will be posted to the website and, where appropriate, through e-mail notification.

Contact

All comments, queries and requests relating to our use of your information are welcomed and should be addressed to admin@prism-planning.com or in writing to **Prism Planning Ltd, 1st Floor, 11 High Row, Darlington, Co Durham, DL3 7QQ.**

Proceeding to use our website or agreeing to these terms is confirmation you are allowing us to use your information in accordance with our Privacy Policy.