

# General Terms and Conditions

## Service Availability

The PublicAccess service is normally available for 24 hours, 7 days a week, except for periods set aside for system maintenance which will usually take place between the hours of **0100hrs to 0130hrs Monday to Friday** and at **0955hrs to 1115hrs on Sunday** as we perform a full system backup.

## Data Protection

Gravesham Borough Council seeks to comply with all statutory requirements including the Data Protection Act (1998) in all its transactions.

## Disclaimer

Gravesham Borough Council seeks to ensure that the information it publishes on its web sites is up to date and accurate. However, the information on these web sites does not constitute legal or professional advice and the Council cannot accept any liability for any loss arising in any way whatsoever out of the use of its sites. The Council cannot be held responsible for the data policies, procedures or contents of any other web sites referenced by or linked to from its own web sites.

## Copyright Notice

Plans, drawings and material submitted to the Council are protected by the Copyrights Act (Section 47, 1988 Act). You may only use material which is downloaded and/or printed for consultation purposes, to compare current applications with previous schemes and to check whether developments have been completed in accordance with approved plans. Further copies must not be made without the prior permission of the copyright owner.

Maps supplied by the **Ordnance Survey** are published under their conditions for 'Business Use Publishing'. All rights reserved. Unauthorised reproduction infringes crown copyright and may lead to prosecution or civil proceedings.

## Viewing Documents within PublicAccess

All the documents associated to a planning application are stored as an Adobe Acrobat Portable Document Format (PDF), which makes sure that they are virtually identical to their paper based counterparts.

To get the free Acrobat Reader, visit the Adobe website and download [Adobe Reader](#).

## Planning Applications and Planning Enforcement

The following additional terms relate to the Planning information available:

### Commenting on planning applications

If you wish to submit any comments about an application we encourage you to do this within 3 weeks of the date it became valid. Please note that your comments will be added to the application file, which can be made available for public enquiry and may eventually be viewable on our website. We cannot treat your comments, or any part of your email or letter, including any personal details, as confidential.

### Viewing plans and other documents

This service includes the ability to view related documentation such as application forms, site plans, drawings, decision notices and other relevant papers for all planning applications received from 1 December 2005. An exercise is under way to gradually capture and publish related documentation for all applications made prior to this date also, but please bear in mind that this will take time to complete. Progress on the work will be reported here.

For enforcement enquiries we only publish copies of enforcement notices and enforcement appeal decision notices issued in respect of cases.

### Limitations

The online planning history contained within the site at present is incomplete and should not be relied upon in connection with a property transaction. Anyone wishing to obtain planning information for this purpose is advised to carry out a local land charges search through the Council's [Local Land Charges Section](#) or the [National Land Information Service](#) using one of the official licensed channels. The company supplying this system are [NLIS Searchflow](#), telephone 0870 990 9946 or via their website.

Under normal circumstances, new planning application information will be able to be viewed online within 5 working days of receipt of the application. If it is not available you may wish to try again a few days later, or alternatively you will be able to view the planning application information in addition to the plans and associated documents at Gravesham Borough Council's offices during normal office hours. Gravesham Borough Council reserves the right to remove or not display certain planning application information for confidentiality or other reasons.

By accessing the [PublicAccess link](#), you are agreeing to these Terms and Conditions.