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Customer
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To Affected Parties

Your Ref:

Our Ref: TR010030

Date: 5 June 2020

Dear Sir/Madam,

Planning Act 2008: Virtual Hearing Arrangements

Application by Highways England for an Order Granting Development Consent for the M25 Junction 10/A3 Wisley Interchange

This letter is addressed to those who have registered to attend the virtual Compulsory Acquisition Hearing (CAH) and provides you with further explanation and information to enable you to participate in the Hearing for the above case which is scheduled to commence on Tuesday 16 June 2020. Please read it carefully as it contains important joining instructions.

Changes due to COVID-19

Due to the Coronavirus (COVID-19) measures introduced by the Government <https://www.gov.uk/coronavirus>, social distancing and travel restrictions are in place.

As a consequence, we will not be conducting hearings face to face in the way we have done before. Instead, we will be conducting this hearing over the internet, or by telephone link as explained below. Therefore, you will be able to take part at home or from a safe place. We will do this in as fair and robust a way as possible.

Preparing for the hearing

If you have a computer, laptop, tablet or smartphone (a digital device) that is connected to the internet, you will be able to access and speak at the hearing over the internet using a video link. You may have used video links to talk to friends and family using FaceTime, Skype or WhatsApp, for example. If you have, this will give you an idea of what to expect. If you do not wish to appear on video, you can switch off your camera and use voice only.

Depending on the performance of your digital device or the internet in your locality, it may be that you join by video and audio, or by audio alone. If you have a slow or intermittent connection, switching off your video camera and using just your audio connection only can improve the quality and reliability of your involvement.

If you do not have an internet connection, or you do not feel confident or able to use a digital device, but you have a telephone with a keypad, you can instead use the telephone number provided in the invitation enabling you to hear and to speak.

The agendas for the hearing sessions will be sent to you alongside an invitation to join the hearing using the internet or by telephone. The technology we will be using is Microsoft Teams. In **Annex 1** we have provided a link to further information on how to use this.

Privacy Notice Amendment - Handling your personal information

Your privacy is important to us. The attached privacy notice amendment in **Annex 2** explains the personal data that we will be processing specifically for this virtual hearing event. The current [National Infrastructure Privacy Notice](#) is to be read in conjunction with this amendment before sending information to the Planning Inspectorate. The amendment sets out how we will change our data collection and the processing of that data in order to run this virtual hearing.

Please note that when joining the hearing on certain digital devices or by phone, other parties may be able to see the email address or phone number that you use to join the event. There are some well-established methods that you can use to avoid the unintended disclosure of your personal information and **Annex 3** provides advice on these. Please read it before you join the hearing and take the steps that you feel necessary to protect your privacy.

You must not make any casework submissions in the event 'chat' and this will not be monitored. You MUST continue to use the previously provided casework email address for any further written submissions.

Trial Events

To give everyone a chance to practice using the proposed technology and ensure they can successfully participate in the hearing, we will be holding a couple of brief trial events. If you have requested to participate in one of these you will already have received information about this. This will also give you the opportunity to ask any questions you may have in relation to the technology. Please note, this is not an opportunity to air any views in relation to the planning merits of the application and the Examining Authority will not participate in it. We estimate that the event might take around half an hour.

Actions required by participants on the day of an individual hearing

- Please access the virtual hearing at the stated registration time for the event (30 minutes before the start of the Hearing). This gives time for the case officer to admit everyone to the Arrangements Conference that is held before the hearing. You will be held in a 'lobby' until the case officer is able to admit you. Provide your name, your Affected Person number and any other further identifying information that the case officer requests of you, and confirm the agenda items that you wish to speak on;
- You will then be able to follow the proceedings by video link, audio link or telephone.

- the Inspector will control the hearing and will invite you to speak when it is your turn.

As is normal practice for National Infrastructure hearings, the hearing will be recorded and the recording will be published on the project page of the National Infrastructure Planning Website after the hearing has concluded. You will be informed before any recording commences and for digital device participants a banner will be displayed on your screen. We may also record parts of the test event(s) and the pre-hearing Arrangements Conference for training and quality assurance purposes. We will not publish any recordings taken during the test event(s) or the Arrangements Conference.

What if things go wrong?

If you experience problems with your connection, you should immediately contact the case officer by email or telephone using the contact details in the individual joining instructions that will be sent before the event. They will attempt to help you to re-join the hearing at an appropriate point. It may be that, if you initially joined by video, you can re-join by audio or by telephone, to limit the effect of any technical issues that you may have been experiencing.

If you cannot join or re-join the hearing at all, the Inspector will consider the most appropriate way for you to still be able to participate. This may include requesting you to view or listen to a recording of the hearing and/or to make a submission in writing by Deadline 11 (3 July 2020) in the Examination Timetable.

If a hearing is disrupted by technical or other issues, the Inspector may adjourn it, or part of it, to another date or format. Time has been reserved in the Examination Timetable for this to occur. If the hearing is not disrupted, the reserved hearing(s) will not proceed.

If you have any further queries, please contact the case officer using the details at the top of this letter. Please do not send any physical correspondence to the above address. Use email or telephone instead.

Yours Sincerely

Eleanor Church

Case Manager

This communication does not constitute legal advice.
Please view our [Privacy Notice](#) before sending information to the Planning Inspectorate.

Annex 1

The following link will take you to information about **how to use Microsoft Teams on a digital device**.

<https://support.office.com/en-gb/teams>

You do not need to download any software to use Teams on most computers or laptops, although there are applications that can be downloaded (free of charge) available for most types of device. It will work without an application on an internet browser such as Microsoft Edge or Google Chrome. On Apple devices it will not work on the Safari browser and Google Chrome (free of charge) can be installed to enable it to work. On a smartphone or tablet there are Teams applications for most devices and you will normally need to install these (free of charge). Search for 'Microsoft Teams' in your device AppStore, PlayStore or equivalent.

Download advice is available here:

<https://www.microsoft.com/en-gb/microsoft-365/microsoft-teams/download-app>

If you want to use Microsoft Teams on a phone using your voice connection rather than the internet, your joining invitation will tell you how to do this. You will be provided with a telephone number to call and a conference ID number. Once you have dialled the phone number, you will be prompted by voice to enter the conference ID followed by the hash # key.

Please be aware that depending on your phone contract you may be charged for your call. A general guide to UK calling charges can be found here:

<https://www.gov.uk/call-charges>. However, please check with your own telephone service provider for up to date information on the possible cost of your call.

The test event referred to in the covering letter provides you with an opportunity to practice joining an event by digital device or telephone, before the hearing itself begins.

Please **read Annex 3** and ensure that you are aware of the steps that you need to take to protect your personal information and privacy, before you join a test event or a hearing.

Annex 2

Privacy Notice Amendment for this Virtual Hearing.

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
- A video or audio recording of the event

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
- A video or audio recording of the event – This is collected when the participant activates their microphone and/ or 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.
- A video or audio recording of the event forms a document in the case record for all National Infrastructure casework and will be held within Exchange Online, MS Stream (Video Recording) and as appropriate will be transferred to an internal case management system and will also be published (for streaming access or download) on the project page of the National Infrastructure Planning Website: <https://infrastructure.planninginspectorate.gov.uk/>.
- 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](#).

Annex 3

Privacy Advice for all Participants on Video and Audio Recording

All National Infrastructure hearings are recorded, and recordings are published on the project page of the National Infrastructure Planning Website. By established practice, a digital audio recording has been published. You are advised not to place private and confidential material onto the oral record. If you feel that need to do so to support your case, seek procedural advice from the Inspector before you do so.

The technology used for a virtual hearing supports digital video recording by default. If you are participating using a digital device but you do not wish to be included in a published video recording, you have the option to switch off your device camera during the hearing and the recording will be of your voice alone.

The Secretary of State for Communities and Local Government (as was) has provided guidance on the examination of National Infrastructure applications for development consent¹. This guidance provides as follows:

'Hearings should be open to journalists and the wider public, as well as interested parties. Provided that it does not disrupt proceedings, all individuals present at hearings should be allowed to report, record and film proceedings including using electronic and social media. Examining inspectors will advise persons present at the start of hearings that the proceedings may be recorded and/or filmed, and that any persons using social media during or after the end of the proceedings should do so reasonably.'

This guidance remains unchanged and so all participants in a virtual event must be aware that the event may be recorded by any attendee and that any such activity will only be regulated if it becomes unreasonable or disruptive to the event.

Privacy Advice for Users of Digital Devices

Microsoft Teams will normally display the name and may sometimes also display the email address of hearing participants to all other hearing participants who are using digital devices.

After you click your joining link but before you join the hearing, Microsoft Teams will enable you to type in the name that you wish to be displayed. You can choose what name to type in and can add an organisation name too if you need to. It needs to be sufficient to enable the Inspector(s) to identify you in the hearing.

If you do not wish the email address that we are currently using to correspond with you to be seen by other parties, you can set up a free email account on-line to join with. Alternatively, your existing internet or email service provider may enable you to set up an alias email address such as 'hearing.participant123@freemail.com'. These measures will protect your privacy. You would need to provide any alternative email address from the one we are currently using for you by Monday 8 June 2020 at the latest. This is so that we can send out the invitation with the link for joining both the planned test event and for the actual hearing ahead of the event.

¹ Planning Act 2008: [Guidance for the examination of applications for development consent](#); Department for Communities and Local Government, March 2015 at paragraph 102.

Please check with your internet or email service provider or an intended alternative email service provider before the test event and the hearing and ensure that you have taken any steps that you wish to take to prevent the disclosure of your actual email address to other users.

Privacy Advice for Telephone Users

Microsoft Teams will normally record and play the name and display the telephone numbers of hearing participants to all other hearing participants who are using digital devices.

You can chose what name to record. It needs to be sufficient to enable the Inspector(s) to identify you in the hearing.

If you do not want to display your telephone number, you are reminded to add a privacy prefix before you dial the telephone number for the hearing. On most UK telephone networks you can dial 141 before the telephone number and this will ensure that you remain anonymous and your telephone number is not shared with any other users. Some networks require you to use a different method. Certain telephone handsets also allow you withhold your telephone number using a setting that is specific to your handset.

Please check with your telephone service provider and read the instructions for your telephone handset before the test event and the hearing and ensure that you have taken any steps that you wish to take to prevent the disclosure of your telephone number to other users.