

## Frequently asked questions

### What is Planning Explorer?

Planning Explorer is a web based system produced by Northgate IS Ltd. You can use it on our website to search, view and comment on the planning applications we receive.

### How often is the information updated?

The information is live, that is, it is connected directly to our internal systems and therefore provides real-time information.

### How far back does the planning application history go?

The system holds information on planning applications from October 1998. To find information on planning applications before this date please contact us.

### If I think that some information is incorrect, what should I do?

If you think the information is incorrect, please contact us immediately by e-mailing [cynllun.plan@conwy.gov.uk](mailto:cynllun.plan@conwy.gov.uk). We will investigate and correct any information that is wrong..

### Can I use Planning Explorer for Land Search purposes?

No, please do not rely on Planning Explorer for Land Search purposes. It is not a complete database of all information held by the Council and it is not part of our formal system for letting people know about application decisions.

You should still use traditional searches for official Land Search purposes, please contact the Council's Local Land Charges section for more information by e-mailing [locallandcharges@conwy.gov.uk](mailto:locallandcharges@conwy.gov.uk)

### What internet browser and screen resolution work best with Planning Explorer?

Planning Explorer is best viewed using Microsoft Internet Explorer version 5.5 or above. We recommend a screen resolution of 1024 x 768, although the system will work with lower resolutions.

### General information, copyright and disclaimers

While the Council takes great care to make sure the information provided on this site is accurate, the Council cannot accept any liability or responsibility should you rely on the information provided and ultimately find it to have been incorrect.

Plans, drawings and materials submitted to the Council are protected by the Copyright Act (section 47, 1988).

You should only use the information on Planning Explorer for your own personal use or as part of the planning application consultation process.

If you want to make copies for any other reason, please ask us first.

## How to contact us

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