

Planning Application AI Assistant

Terms and Conditions

Streamlined development management support

G-Cloud 15, January 2026



For more information, visit www.planning-hub.com

Enquiries: contact@planning-hub.com

The latest version of this Terms and Conditions is available [here](#)

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Planning Application AI Assistant

Terms and Conditions

1. Introduction and acceptance of terms

These Terms and Conditions apply to the use of Planning Application AI Assistant (PapAla), a digital planning support service provided by PlanningHub UK&UE Ltd ("PlanningHub"). They apply to customers procuring the service through the Crown Commercial Service (CCS) G-Cloud framework and operate alongside the applicable G-Cloud Call-Off Contract.

In the event of any inconsistency, the G-Cloud Call-Off Contract shall take precedence.

2. Nature and purpose of the service

PapAla is a planning guidance and decision-support service. It is designed to assist users by assembling and presenting relevant planning context, including policy, constraints and historic information, to support informed decision-making.

PapAla does not:

- make planning decisions
- provide legal advice
- replace professional judgement or statutory responsibilities

All outputs are advisory and informational only. Customers remain responsible for all planning decisions, advice issued, and actions taken.

3. Use of outputs and professional judgement

Outputs generated by PapAla are intended to support, not replace, professional planning expertise. Customers agree that PapAla will be used alongside appropriate professional judgement, local policy interpretation and statutory processes.

PlanningHub does not warrant that outputs will be complete, error-free or suitable for any specific planning outcome.

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4. Customer responsibilities

Customers are responsible for:

- ensuring the accuracy and lawfulness of data provided to PapAla
- managing user access and permissions
- ensuring use of the service complies with applicable laws and public-sector obligations

reviewing and approving all outputs before reliance or publication.

5. Intellectual property

PlanningHub retains all intellectual property rights in PapAla, including the platform, software, models, interfaces and documentation.

Customers retain ownership of:

- customer data where applicable
- customer-specific content

Customers are granted a non-exclusive, non-transferable right to use PapAla during the contract term for internal and authorised public-facing purposes.

Customers must not:

- reverse engineer or attempt to extract underlying logic or architecture
- reproduce or reuse substantial parts of the service to create competing products

use the service beyond the scope of the agreed contract.

6. Fair and acceptable use

Customers must not use PapAla:

- in breach of applicable law or regulation
- to attempt unauthorised access or disrupt service availability

to misuse outputs in a way that misrepresents their advisory nature.

7. Third-party data and sources

PapAla may reference third-party or publicly available datasets. These are provided for contextual purposes only. PlanningHub does not control or warrant the accuracy, completeness or continued availability of third-party content.

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8. Liability

Liability is governed by the G-Cloud Call-Off Contract.

To the extent permitted by law:

- PapAla is provided on an “as is” basis
- PlanningHub is not liable for indirect or consequential losses, including loss of opportunity, reputation or data

Nothing in these terms limits liability for death, personal injury, fraud or other liabilities that cannot be excluded by law.

9. Service changes

PlanningHub may update or improve PapAla from time to time, including to maintain security, compliance or performance. Material changes will not reduce core functionality without notice.

10. Termination and exit

The service is provided under an annual recurring contract, which may be terminated by either party after the first six months by giving no less than 30 days’ written notice, in accordance with the applicable G-Cloud Call-Off Contract. The contract may be renewed by agreement. Upon termination, user access to the service is withdrawn and account information is handled in line with agreed data retention and security obligations.

11. Governing law

These Terms and Conditions are governed by the laws of England and Wales, and subject to the exclusive jurisdiction of the English courts.

12. Contact

For questions about these Terms or use of PapAla, please contact:
contact@planning-hub.com.



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