



Driver and Vehicle Licensing Agency

FOI – D16
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Mr E Stanley
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Email FoI@dvla.gsi.gov.uk
Website www.direct.gov.uk/motoring

Your Ref Request-29668-ef38a58a
Our Ref FOIR 1853/10

Date: 22 March 2010

Dear Mr Stanley

Request for Information

Thank you for your e-mail of 24 February regarding requests of registered keeper details by third parties. We have been asked to deal with this request and we are doing so under the terms of the Freedom of Information Act 2000 (FOIA).

The information you requested, and the relative answers, are as follows:

1. *“What records are kept of third parties requesting registered keeper details, via all legal methods, electronic and manual, i.e. date requested, licence plate requested, reason for request, etc”?*

DVLA holds details of all requests for vehicle keepers made on the record of the vehicle the enquiry is made against. The audit record for each vehicle will show the date when the enquiry was made, and a document reference number. In the case of manual applications, this reference number will enable DVLA to identify and retrieve the physical documentation associated with a request (e.g. a copy of the actual application form and any supporting documents). In the case of manual enquiries, this will enable DVLA to identify the date of the request, the requester, the reason for the request and evidence provided in support of the request. With regards to electronic enquiries, the circumstances in which a request can be made are pre-determined in the contract between the Agency and the third party making the request. The information held in DVLA is therefore the date of the request, source of the request and the reasons for the request.

Records are also held to record all private sector organisations that make a request by organisation name and address.

2. *“How long are these third party access requests kept on file/recorded”?*



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Answer: the information is held. Records of requests are stored against the vehicle record and are therefore kept indefinitely.

3. *“What right the registered keeper has in asking for the third party details who requested the data”?*

Answer: The information is held. Under the terms of the Data Protection Act, a registered keeper is entitled to request a copy of any application made on his or her own vehicle. We ask the individual to provide the registration number of the relevant vehicle(s)

4. *“What information about the third party would be given to the registered keeper should the above be allowable i.e. address/name of requesting party, reason for request, date of request, etc”?*

Answer: The information is held. For electronic requests, the Agency will provide details of the organisation making the request, the date of the request and the reasons for which that organisation may make a request. With manual applications, the Agency will provide a copy of the application which will include the name and contact details of the requester, the reason for the request and any supporting documentation provided as part of that request.

5. *“What costs would be involved in the registered keeper requesting the above information about third party requests”?*

Answer: The information is held. There is no fee for information transmitted electronically. Where information has to be manually retrieved there is currently a fee of £2.50 for information about a keeper and a specific date. All other requests are charged at £5.00

If a registered keeper requests a full details of all personal data held by DVLA under the subject access provision in the Data Protection Act, there is a fee of £5 for information held on the vehicle record and £5 for all information held on the driver record. If a motorist simply wants to know to whom, if anyone, their data has been disclosed, the Agency will provide this free of charge.

By way of background information we should first state that DVLA takes very seriously its duty under the Data Protection Act to protect the privacy of the motorists whose details it holds for the purposes of registering and licensing vehicles, and to comply with the Act’s guiding principles. However, the Act exempts from its non-disclosure provisions the release of personal data where the law allows it. Regulation 27 of the Road Vehicles (Registration and Licensing) Regulations 2002 allows DVLA to release information from the vehicle register to the Police, to local authorities for purposes associated with the investigation of an offence or decriminalised parking contravention, and to anyone who can demonstrate ‘reasonable cause’ to have it.

DVLA releases information to both private and public sector bodies, where they have evidence of “reasonable cause” to request it. DVLA takes the view that disclosure of data where there is a breach of criminal, civil or contract law is both fair and reasonable.

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If you are unhappy with the way the DVLA has handled your request, you may write to FOI – D16, DVLA, Longview Road, Swansea, SA6 7JL or by e-mail for an internal review. The email address is foi@dvla.gsi.gov.uk. Please remember to quote the reference above in future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely

Freedom of Information
Best Practice Team