



Information Policy & Compliance

bbc.co.uk/foi bbc.co.uk/privacy

Asta

Via email: request-246632-1355a2e6@whatdotheyknow.com

29th January 2015

Dear Asta

Request for Information – RFI20150007

Thank you for your request of 3rd January 2015 under the Freedom of Information Act 2000 ('the Act') seeking the following information:

“What legal right TV licensing has to invoice my debit card whit out, pre warning/reminder, sending a letter, an email or even TXT message, that will be taken your money? Even insurance or any other company won't do it? is not possible to remember every debit in your life without pre warning/reminder.”

Please note that “TV Licensing” is a trade mark used by companies contracted by the BBC to administer the collection of television licence fees and enforcement of the television licensing system. The majority of the administration of TV Licensing is contracted to Capita Business Services Ltd ('Capita'). Over-the-counter services are provided by PayPoint plc ('PayPoint') in the UK, and by the Post Office in the Isle of Man and Channel Islands. Marketing and printing services are contracted to Proximity London Ltd. Media services are contracted to Mediaedge:CIA International Limited ("MEC"). The BBC is a public authority in respect of its television licensing functions and retains overall responsibility.

Please be advised that the Act gives a general right of access to all types of recorded information held by public authorities. Whilst this is a query rather than a request for recorded information, I am happy to respond to it outside the scope of the Act.

Firstly, I should explain that a TV Licence is a legal permission to install or use television receiving equipment (e.g. TVs, computers, mobile phones, tablets, games consoles, digital boxes and DVD/VHS recorders) to watch or record television programmes, as they are being shown on TV. We offer a range of payment options to make it easier for people to pay for their TV Licence. Those that choose to pay by Direct Debit are sent a payment plan detailing future payment dates (monthly or annual) which continue on a rolling basis until the Direct Debit is amended or cancelled.

As with all organisations offering a Direct Debit payment facility, we abide by the Direct Debit Scheme rules and further information about Direct Debit can be found at www.directdebit.co.uk/DIRECTDEBITEXPLAINED.

Appeal Rights

If you are not satisfied that the BBC has complied with the Act in responding to your request you have the right to an internal review by a BBC senior manager or legal adviser. Please contact us at the address above, explaining what you would like us to review under the Act and including your reference number. If you are not satisfied with the internal review, you can appeal to the Information Commissioner. The contact details are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow SK9 5AF. Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate) or see <http://www.ico.gov.uk/>.

Kind regards

Rupinder Panesar

Freedom of Information Advisor, TV Licensing Management Team

