

Matthew Jones

Email us at: [foi@dvla.gov.uk](mailto:foi@dvla.gov.uk)  
Website: [www.gov.uk/browse/driving](http://www.gov.uk/browse/driving)Your Ref:  
Our Ref: FOIR8283

Date: 17 March 2020

Dear Mr Jones

**Freedom of Information Request**

Thank you for your e-mail of 18 February requesting information under the terms of the Freedom of Information Act 2000 (FOIA).

You asked:

**Please can you confirm if the following website (<https://www.ukdrivinglicense.org>) operated and owned by Worldwide Internet Services Ltd is legal and operating within UK law and Ofcom regulations by providing 3rd party processing of address changes on UK driving licenses on the DVLA website for a admin / processing fee of £49.99.**

**Are 3rd party processing agencies allowed to charge a processing fee for a DVLA service, in this case (Changing an address) on a driving license?**

The DVLA does not hold information within scope of your request. You may wish to contact The Office of Communications (OFCOM) or visit <https://www.ofcom.org.uk/home> for further details.

I can advise that the DVLA does not have the remit to take enforcement action to deal with fraudulent websites. Once a fraudulent website has been notified to us, the DVLA will work with the relevant bodies to seek action to have it removed.

Customers should report any suspected fraudulent websites, e-mails and text messages via the action fraud website: <https://www.actionfraud.police.uk/>

The information which follows concerns the procedures for making any complaint you might have about the reply. Please quote the reference number of this letter in any future communications about it.

Yours sincerely

A handwritten signature in black ink, appearing to read 'R. Toft', with a small flourish at the end.

ppRobert Toft

Head of Data Protection Policy & Freedom of Information Team

## **Your right to complain to DVLA and the Information Commissioner**

If you are not happy with the reply to your request, you can ask DVLA to re-consider the response you received by writing (within two calendar months of receiving this response) to either [foi@dvla.gov.uk](mailto:foi@dvla.gov.uk) or DVLA Freedom of Information Team, DPP/FOI, C2W, DVLA, Swansea SA6 7JL.

DVLA will acknowledge and consider your request, re-visiting the response provided. This is known as an Internal Review and will be considered by a staff member not involved with the original reply.

If you disagree with the outcome of the Internal Review, you have the option to complain to the Information Commissioner's Office. Further information can be found via: <https://ico.org.uk/make-a-complaint/> Alternatively you may wish to write to: Customer Contact, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow SK9 5AF.