



Email us at: [foi@dvla.gsi.gov.uk](mailto:foi@dvla.gsi.gov.uk)

Website: [www.gov.uk/browse/driving](http://www.gov.uk/browse/driving)

Your Ref:

Our Ref: FOIR3617

Date: 20 September 2013

Angus Gill

Dear Mr Gill

### **Freedom of Information Request**

Thank you for your e-mail of 3 September requesting information under the terms of the Freedom of Information Act 2000 (FOIA).

You asked:

**Could I please have an update of FOI3440 for the first 3 months of the current period which I understand to be your financial year.**

The information covering the first 3 months of this financial year has been added to the information supplied to you under FOIR3440. Please see Annex A attached.

**Also I understand that as part of the control of personal information issued by the DVLA, this is your current policy.**

**"DVLA carries out audits of companies to monitor their behaviour in the use of our data. There is a three year rolling programme of audits, with provision for conducting targeted audits of companies when it is felt necessary. The audit involves a physical visit to the organisation concerned to check security of the premises and storage of the information, interview with the organisation's representative(s) and examination of the documentation and/or other records for a sample of data requests made. Any companies found to have not complied with the required standards may be suspended from receiving keeper details." Extract from FOI3574**

**Given that those who have electronic access can data mine significant amounts of personal data over the 3 year audit cycle, could you advise your policy with regards to AOS members who cancel external audits at short notice. This is highlighted in the recent BPA document "BPA AOS Audit Cancellation Policy" Do you use targeted audits for these companies?**

DVLA is not informed of any BPA audits carried out or cancelled by its members.

In reference to DVLA arranged audits, we acknowledge that there are times when visits need to be cancelled and on these occasions the audit visit is re-scheduled.

**Could I also ask if the BPA alerts you to these cancellations by AOS members, in that they may be an early indication of something amiss in the control of personal data? If so, could you advise the AOS member names and number of incidents of these cancellations?**

BPA does not alert DVLA to cancellations of audit visits.

**Lastly could I also ask the AOS member names for companies that have cancelled DVLA audits in the last financial year and in the first 3 months of the current year?**

Five companies cancelled their audit visits within the period you have stated and one company who were due to be audited no longer makes enquires. These were:-

T & S Parking Services Ltd, Manchester – audit scheduled for 20 February 2013 was aborted due to the car parking company not at the address when the auditor called. T & S Parking Services Ltd no longer makes enquiries.

Select Engineering Projects Ltd, Leeds – audit scheduled for 4 March 2013 cancelled and rescheduled for 23 March 2013.

Parking Enforcement 365 based in Bury St Edmunds – audit scheduled for Wednesday 12 June 2013 cancelled and re-scheduled for 20 August 2013

Gemini Parking Solutions (London) - audit scheduled for Friday 14th June 2013 which was cancelled re-scheduled for Thursday 15th August 2013.

Northern Parking Services – audit scheduled for Monday 19 August 2013 was cancelled. Request sent for re-schedule of audit during October.

Car Parking Enforcement Company, Leeds – audit scheduled for Monday 9 September 2013 cancelled, visit to be re-scheduled.

Please note that if companies continually cancel scheduled audits, the matter will be referred for a decision as to whether the organisation should be suspended from submitting requests.

The information which follows concerns the copyright conditions that apply to any information provided by the Agency and 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



ppRobert Toft  
Head of Data Sharing Policy & Freedom of Information Team

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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 by writing to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.