



Information Policy & Compliance
bbc.co.uk/foi

Peter Jones
Via email: request-90576-d0068309@whatdotheyknow.com

10 November 2011

Dear Mr Jones,

Request for Information – RF120111295

Thank you for your request of 22nd October 2011 under the Freedom of Information Act 2000 ('the Act') seeking the following information:

When browsing YouTube recently it became apparent that several videos critical of the BBC and/or TV Licensing had been removed because the content "Violated YouTube's Terms of Service".

Please provide copies of all communications relating to YouTube, Blogger or Google Search content between the BBC/TV Licensing and Google since 2005. This includes copies of emails sent to Google by BBC/TV Licensing employees.

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 (which undertakes the majority of the administration of the TV Licensing system), with the administration of our cash related payment schemes contracted to iQor UK Limited. PayPoint Network Ltd and PayPoint Collections Ltd are contracted to provide over-the-counter services. Marketing and printing services are contracted to Proximity London Ltd as are public relations and advertising services. The latter are subcontracted by Proximity to Fishburn Hedges Boys Williams Ltd, Abbott Mead Vickers BBDO Ltd and PHD Media Ltd. The BBC is a public authority in respect of its television licensing functions and retains overall responsibility.

We can confirm, in line with section 1(1) of the Act that the BBC does not hold the information you have requested.

We are happy to tell you that Capita have occasionally written to such sites requesting removal of content where there has been a concern that one of their employees is identified by footage on a site which could potentially leave them vulnerable to physical harm or harassment either whilst they are at work or off duty.



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However, where Capita has done so it has acted on its own behalf, not on behalf of TV Licensing. Such requests have not been made under the BBC's instruction, nor to protect the image of Capita or TVL; These requests have only been made by Capita out of the duty of care they have for their own employees' safety.

The Freedom of Information Act 2000 (FOIA) gives rights of public access to information held by public authorities (as defined in section 3 of the Act). Section 3(2)(a) of the FOIA says that, for the purposes of the Act, information is held by a public authority if it is held by the public authority themselves or if it is held by another person on behalf of the authority. As the information that you have requested here is not held by Capita on behalf of the BBC and Capita is not a public authority as defined by the Act any information Capita holds about requests made to the sites you mention is not subject to FOIA.

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, Cheshire, SK9 5AF, telephone 01625 545 700 or see <http://www.ico.gov.uk/>

Kind regards

Louise Wright
Senior Policy Advisor, Licence Fee Unit

