



Driver & Vehicle  
Licensing  
Agency

# Data Protection, DVLA *and* you

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## The Data Protection Act

Under the Data Protection Act 1998 those who collect and use personal information have to follow rules of good practice for handling information (called the data protection principles). Individuals also have rights about how their information is collected and used.

The eight data protection principles are that personal data:

- be processed fairly and lawfully
- only be obtained for specified and lawful purposes
- be adequate, relevant and not excessive
- be accurate and up-to-date
- not to be kept for longer than necessary
- be processed in accordance with an individual's rights
- be protected through appropriate technical and organisational measures, and
- not be transferred to any non-European Economic Area country that does not ensure adequate protection for it.

## What does the Data Protection Act cover?

Personal data is information relating to a living individual (data subject) who can be identified from that data or that data and other information. It can be your name, address, photograph, driving licence number, bank details etc. Many public and private organisations process personal data including the Department for Transport and DVLA.

The main purpose of the Data Protection Act is to ensure that your personal data is processed correctly and not misused in any way. It also protects the rights of individuals whose data is being processed

e.g. the right to be informed whether your personal data is being processed, what that personal data is and to whom it is disclosed.

## Who is the Information Commissioner and what is his role?

The Information Commissioner's Office (ICO) is the UK's independent body set up to promote public access to official information and protect personal information. The ICO provides guidance and advice to organisations about how to handle personal information properly and takes action against those who do not take their responsibilities seriously. They also advise individuals about their rights.

All organisations holding personal data must be registered with the ICO. This registration gives the details of the data held, the purpose for which it is collected, how it will be used and to whom it will be disclosed.

## How does the Data Protection Act affect you at work?

If your duties enable you to gain access to personal data about members of the public you should:

- always bear in mind the confidential nature of this information
- never make enquiries out of curiosity or on behalf of friends, family or colleagues, or even about your own driver or vehicle record
- not leave your desk unattended after accessing the system or share passwords
- make sure you use the facility in User Acceptance to access 'dummy' records if you need to demonstrate online access to a visitor

If you:

- deliberately access any of the Agency's computer records or manual files with personal data for any purpose, however innocent, other than directly in connection with your duties, or
- use or pass on information from these records for any purpose, however innocent, other than directly in connection with your duties

you, nor DVLA, will be liable to criminal prosecution which carries unlimited fines in the Crown Court.

You will be subject to disciplinary proceedings, which, in almost every case, would mean termination of employment.

## How does the Data Protection Act affect you as an individual?

Everyone who works at DVLA is a data subject, because personal information about them is held by the Agency, driver and vehicle records, personnel files, bank details etc and other public and private organisations. As a data subject you have the right to:

- be informed whether your personal data is being processed, what that personal data is and to whom it is disclosed on request
- be supplied with details of personal data held about you, on request and on payment of a fee
- make a claim for compensation through the courts if you have been caused substantial damage or distress and that damage or distress is unwarranted because your personal data has been lost, damaged, destroyed or unlawfully disclosed

- prevent direct marketing material being sent to you, and
- have inaccurate information held about you corrected.

## Accessing personal information held about you by DVLA

The Shared Service arvarto portal is the DVLA's personnel record and it holds information on all DVLA employees. If for any reason you need a copy of your HR or payroll record you should raise a service ticket using the SSa portal, selecting 'Employee Services' or 'Payroll' as appropriate.

Any member of staff who wishes to obtain a copy of personal data held about them on the driver and vehicle registers should apply in the same way as a member of the public.

- to obtain your vehicle record information write to DVRE, D9, giving the registration mark of each vehicle you want checked and stating the reason why the information is required, or
- to obtain your driver record information write to DVRE 5, D9 giving your driver number or full name, address (as shown on the licence) and date of birth.

Alternatively you can view your driving record through the View Driving Record service via **gov.uk** You will need your driving licence number and other personal details. This service is free of charge.

## **If you receive a request for information from a member of the public**

If the request is for their own personal data forward it to the relevant area of DVRE immediately. The Act requires that these requests are responded to **within 40 days** of receipt.

If the request is for information relating to a third party you should also pass it to DVRE for them to consider and process as appropriate.

## **Further information on Data Protection**

To find out more about the Data Protection Act and the Data Sharing and Protection Team contact details, look at the Strategy and Policy Directorate homepage on DVLA@net localnets on iPoint

IT security information and contact details can be found on the Information System Directorate page.

The Shared Service arvato can be contacted on extension **2555**.