



Edward Williams

Email us at: foi@dvla.gov.uk
Website: www.gov.uk/browse/driving

Your Ref:
Our Ref: FOIR9110

Date: 22 June 2021

Dear Mr Williams

Freedom of Information Request

Thank you for your email of 6 May requesting information under the terms of the Freedom of Information Act 2000 (FOIA).

You asked:

Provide the latest KADOE contract with Marston (Holdings) Limited or associated companies.

You clarified on 24 May that you were happy to receive a copy of the Marston (Holdings) Limited contract alone.

The information we hold within scope of your request is provided in the attached:

Annex 1 – Marston (Holdings) Limited KADOE Contract
Annex 2 – Signature page

In the last 12 months how many times have you released data to them under reg 27(1)(e) of The Road Vehicles (Registration and Licensing) Regulations 2002 without checking for reasonable cause before release?

The regs say -

Disclosure of registration and licensing particulars

27.—(1) The Secretary of State may make any particulars contained in the register available for use—

(e) by any person who can show to the satisfaction of the Secretary of State that he has reasonable cause for wanting the particulars to be made available to him.

It may be helpful to explain, outside the provisions of the FOIA, that where an organisation makes a large number of standardised requests, with identical circumstances, we consider it reasonable to have electronic processes in place to deal with these requests efficiently. All companies must first serve a six month probationary period. During this time, we monitor the behaviour of the company in the use of the data and any complaints are logged and closely scrutinised. Companies are only able to request information under clearly defined terms and conditions in their contract. We conduct audits on companies to make sure that all requests are appropriate, and that data provided is stored and used as agreed.

Information within the scope of your question relating specifically to Marston (Holdings) Limited is not held. Marston (Holdings) Limited has not requested vehicle keeper information electronically from the DVLA. There may be a number of companies that may be owned by or associated with Marston Holdings who request our data. Requests for DVLA information via electronic links from those other legal entities would be subject to separate contracts.

Provide your policy on releasing keeper details for the purposes of debt tracing.

You also clarified on 24 May what you meant by “debt tracing” as below:

'Debt tracing' means locating a person's physical address when that person is considered a debtor. It does not include providing the address for service of a private parking charge notice or a penalty charge notice/notice to owner to a local authority. A debtor could be someone who has an outstanding county court judgement or unpaid court fine.

Debt tracing also includes when someone drives off without paying for fuel from a filling station.

The DVLA does not hold a document specific to the release of vehicle keeper information in relation to the activity you describe as “debt tracing”. However, we do publish information on how data held by the DVLA may be used. While the DVLA holds this information, section 21 of the FOIA exempts us from providing information which is reasonably accessible to you by other means.

This information can be found at the following links on GOV.UK:

[INF266](#) and [MIS546](#).

The INF266 (Release of information from DVLA's registers) gives information about the release of data for fraud, debt and financial purposes (page 5), and the MIS546 (How we give people information from our vehicle record) provides guidance on the release of information following non-payment for fuel (page 20).

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 purple ink, appearing to be 'R. Toft', written over a faint rectangular stamp.

Robert 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 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 (ICO). The ICO's offices are currently all closed, but you can contact them on this link - <http://ow.ly/oWiW50yU9Xb>