

Terry Battams

Your Ref:

Our Ref: FOIR7997

Date: 29 October 2019

Dear Mr Battams

Freedom of Information Request

Thank you for your e-mail of 19 October requesting information under the terms of the Freedom of Information Act 2000 (FOIA).

You asked for:

Q1 How many registered keeper data requests were made by Parking Control Management (UK) Ltd on behalf of Ballymore Group, at the High Point Village, Hayes, between 27 September 2016 and 19th October 2019.

Whilst the DVLA holds this information Section 21 of the FOIA exempts the DVLA from providing information which is reasonably accessible to you by other means.

The DVLA publishes information concerning request volumes for Parking Control Management (UK) Ltd online. The 'KADOE volumes' spreadsheet within the link below refers.

<https://www.gov.uk/government/publications/who-dvla-shares-data-with>

Q2 What conditions/requirements are to be met by the above in order to be supplied with those details.

This is not a request for recorded information, however outside the provisions of the FOIA, I can advise that car parking companies wishing to submit requests electronically must serve a mandatory six month probation period making manual requests only, during which their behaviour in the use of DVLA data is monitored. Such companies receive vehicle keeper data on the condition that it will only be used in connection with an enquiry relating to identifying a driver for an alleged parking contravention on private land.

Information disclosed from the DVLA's vehicle records must only be used for the purpose it was provided and not be further processed for any other purpose. Recipients of DVLA information are bound by contract and subject to audit by their

relevant Accredited Trade Association (ATA), the DVLA and the Government Internal Audit Agency (GIAA).

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', followed by a period.

pp 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. Further information can be found via: <https://ico.org.uk/concerns/getting/> Alternatively you may wish to write to: Customer Contact, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow SK9 5AF.