

Manuel B

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

Your Ref:
Our Ref: FOIR6964

Date: 1 August 2018

Dear Mr Manuel B

Freedom of Information Request

Thank you for your e-mail of 6 July requesting information under the terms of the Freedom of Information Act 2000 (FOIA). This is being handled as a new request following the Agency's response of 2 July 2018 to your initial FOI request, ref: FOIR6918.

You asked:

“FOIR6918 - Could you please provide a list of all the songs used by your call centre when customers are put on hold or waiting to be connected to an agent?”

Since you do not have the name of the songs, can you just provide the files themselves (i.e. an .mp3 audio file)?

The music tracks concerned were understood not to be held at the time of your earlier request. A further search located the information which is now listed below.

Pinewood Studio

11 Royalty free instrumental music tracks entitled:

Blue factory
Cat walk
Fashion
New age
Soft dream
Winds
Bossa
Get ready
Scott
Summer night

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

Robert Toft
Head of Data Sharing 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.gsi.gov.uk or DVLA Freedom of Information Team, DSPG/FOI, C2/W, 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.