

Mark Ritchie

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

Your Ref:
Our Ref: FOIR6134

Date: 17 June 2017

Dear Mr Ritchie

Freedom of Information Request

Thank you for your e-mail of 23 June requesting information under the terms of the Freedom of Information Act 2000 (FOIA).

You asked:

The full contact details of the Vehicle Services Department including email addresses, phone numbers etc. The name of the head of this department would also be very useful.

While the names, email addresses and phone numbers of staff in the department are held, that information is being exempted from disclosure under section 40(2) of the FOIA because it is considered to be personal information. DVLA has to consider whether releasing the information would breach any of the data protection principles. In this instance, it would not be fair to release their details because they have an expectation of privacy. You will be aware that information disclosed under the FOIA is information that is then available for all to see.

DVLA's Vehicle Services Manager is Rohan Gye.

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



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, D16, 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.