



Driver & Vehicle  
Licensing  
Agency

# DVLA

## Information Charter

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**The Driver and Vehicle Licensing Agency (DVLA) is an executive agency within the Department for Transport (DfT). DVLA was established in 1972 to aid road safety and general law enforcement by maintaining central accurate registers of drivers and vehicles; and collecting Vehicle Excise Duty (VED). DVLA holds records on 44 million drivers, and 36 million licensed vehicles.**

## **The core purpose of the Agency is to:**

- maintain records of licensed drivers and registered vehicles
- issue licences to drivers and the maintenance of their driving entitlements
- maintain records of driver endorsements, disqualifications and medical conditions
- issue registration certificates to vehicle keepers
- collect and enforce VED
- facilitate the police and intelligence authorities in dealing with vehicle related crime
- register and issue tachograph cards
- issue vehicle registration marks
- sell attractive vehicle registration marks, and
- sell anonymised data.

## **Our vision is to be:**

A modern highly efficient organisation, which provides complete, accurate and up to date information and services that fully meet customer and stakeholder requirements.

## **Our key purpose is to:**

Keep complete and accurate registers of drivers and vehicles, and make them accessible and flexible as possible to those who have the rights to use them.

## **Purpose of the Agency's Information Charter**

Information is a key corporate asset, and its proper use is fundamental to the delivery of public services. All information processed by the Agency is regarded as a critical corporate resource which must be managed well and in accordance with guidance and best practice standards, in order to provide efficient customer services. The purpose of this charter, is to set out the broad aspects of how DVLA's information is managed, setting out the responsibilities of all staff, partners and other stakeholders, including third parties managing information on behalf of DVLA. This charter will be reviewed annually and updated to take into account any changes in legislation and policies.

## Types of information

DVLA holds both personal and non-personal information on a variety of databases and information stores which are critical to the key business operational areas, together with systems which support legal, correspondence, customer service, marketing, personnel, policy, and related areas.

## How our information is managed

In DVLA we manage, maintain and protect all information according to legislation, DVLA policies and best practices. We have security measures in place to maintain and safeguard the confidentiality, integrity and availability of our systems and data. We know how important it is to protect customers' privacy and to comply with the Data Protection Act (DPA).

If we ask customers for personal information we will:

- let them know why we need it
- only ask for what we need, and not collect excessive or irrelevant information
- make sure nobody has access to it who shouldn't
- let customers know if we share it with other organisations in order to give customers better public services, and whether customers can say no
- only keep it for as long as we need to, and
- not make it available for commercial use without your permission.

In return, to help us keep your information reliable and up to date, we ask customers to:

- give us accurate information, and
- tell us as soon as possible of any changes, such as new address.

All information is stored, processed and communicated in a secure manner making it readily available to authorised users.

These fall under four main categories:

## 1. Access legislation

You can find out if we hold any personal information about you by making a 'subject access request' under the DPA. If we do hold information about you we will:

- give you a description of it
- tell you why we are holding it
- tell you who it could be disclosed to, and
- let you have a copy of the information in an intelligible form.

We handle all information in a manner that respects the rights of individuals which complies with data protection. The DPA regulates the information held on individuals by DVLA and enables individuals to access this information.

Further details can be obtained from the Information Commissioner's Office (ICO) website:

<http://www.ico.gov.uk>

The Freedom of Information Act 2000 (FOI) enables the public to have access to unpublished information from a public body subject to certain conditions. DVLA has a Publication Scheme which provides an overview of the information that is available to access.

DVLA's Publication Scheme can be found at:

<http://www.dvla.gov.uk/foi/DVLApublicationscheme.aspx>

## 2. Re-use legislation

Some of the non-personal information is available for commercial re-use or academic research. This re-use is strictly controlled under the Information Fair Trader Scheme (IFTS). IFTS is the best practice model for public sector bodies wishing to demonstrate compliance with the Re-use of Public Sector Information Regulations 2005. IFTS ensures that re-users of public sector information can be confident that they will be treated reasonably and fairly by public sector information providers and that information released meets with legislative requirements and best practice. The main themes are improving transparency, fairness and consistency of approach.

An overview of IFTS in DVLA can be found on our website:

<http://www.dvla.gov.uk/about/inforeuse.aspx>

Further details can be obtained from the Office of Public Sector Information (OPSI) website:

<http://www.opsi.gov.uk/ifts/index.htm>

## 3. Records management

The Records Management Policy provides the structure to managing the whole information cycle. DVLA's Records Management team work to guidance issued by The National Archives (TNA).

The National Archives: <http://www.nationalarchives.gov.uk/>

## 4. Intellectual Property Rights (IPR)

Intellectual Property Rights (IPR) protect the people who create information which is seen as having value either to the individual or in the commercial world. IPR is regulated by a number of pieces of legislation in the United Kingdom (UK) and most major countries in the world and includes copyright, patents, database rights, trademarks and designs (both registered and unregistered). In the case of DVLA, IPR protection is most usually seen in Crown Copyright of the printed work.

All the information created and held by DVLA falls under Crown Copyright. This is managed under delegated powers given by the OPSI and complies with the Copyright, Designs and Patents Act 1988.

More details can be found on DVLA's website:

<http://www.dvla.gov.uk/about/inforeuse.aspx?keywords=IPR>

Further information can be obtained from:

<http://www.opsi.gov.uk>

## When we share information

Data sharing protocols and procedures are in place that allows the safe sharing of information.

A Data Sharing Policy has been published to ensure that all staff handling data follow the correct protocols and receive appropriate training about data protection. This policy supports DVLA's objectives and those of wider government bodies, and protects privacy rights of all individuals.

We are committed to providing the best and most efficient service to our customers. We may share personal information within our organisation or with other bodies where it would not be inconsistent with the purposes for which we collected it, and/or where we are required or permitted to do so by law.

There are some cases where we can pass on your information without telling you, for example to prevent and detect crime or to produce anonymised statistics. In all cases - whether data is shared internally or externally - DVLA will act in accordance with the DPA and other relevant legislation.

## Responsibilities

- The Chief Executive owns this charter on behalf of the Executive Board and presides over its implementation.
- The Chief Information Security Officer will ensure that information security policies and procedures are reviewed and implemented across disciplines ensuring ongoing continuous improvement. These policies aim to ensure that the requirements of confidentiality, integrity and availability are maintained at each stage in the information lifecycle.
- The Chief Information Officer actively manages and monitors the whole of the information lifecycle from the creation of documents through to deletion.
- Heads of Groups are responsible for ensuring that their staff are compliant with these policies and procedures.
- The Senior Information Risk Owner (SIRO) at Board level ensures effective communication and reporting of information and quarterly submission at Audit Committee.
- Information Asset Owners (IAOs) at senior level are responsible and accountable for the Agency's information assets and are responsible for the development of a secure information environment with all staff in their business area.
- Information Asset Managers (IAMs) who manage the information asset on a day to day basis and report any risks or issues to the IAO.
- All staff, partners and stakeholders are aware of their responsibilities as set out in these policies.

## Reporting responsibilities

As Accounting Officer for DVLA the Chief Executive is responsible for maintaining sound governance and control arrangements that support the achievement of DVLA strategies and objectives. These arrangements are audited and reported annually in the Agency's Statement of Internal Control. The Agency reports on the management of information assets to a range of organisations including:

- The DVLA's Chief Information Security Officer reports to the Chief Executive and ensures that DVLA complies with central guidance on information security.
- The Chair of the Audit Committee will provide written approval/confirmation (or otherwise) of Internal Audit's assessment of the effectiveness of the overall risk policy and controls.
- The National Audit Office (NAO) reviews all of DVLA's financial records and accounting processes.
- The Records Management team work to standards defined by The National Archives (Ministry of Justice).
- Licensing and Crown Copyright issues are reported to the Office of Public Sector Information (Ministry of Justice).
- All Data Protection and Freedom of Information processes are reported to the Information Commissioner's Office.

## Assurance and governance

DVLA has in place a framework for the leadership, organisational structure, business processes and Executive Board accountability which ensures the organisations achievement of its strategies and objectives. Information security, internal audit and risk management are integral to DVLA's overall governance activities. Risks to the security and use of DVLA information are identified and assessed through the Agency's risk management framework and then managed as part of the Agency's system of internal control. The DVLA Internal Audit team provide the Chief Executive with an independent opinion on the adequacy and effectiveness of the agency's governance, risk framework and internal controls, including controls over data and information. The team operates in accordance with government internal audit standards and is overseen by the DVLA Audit Committee; a non executive board with an overarching responsibility for advising the Chief Executive, Executive Board and Head of Internal Audit on matters of governance, risk management, control and compliance.

## Complaints

We are committed to providing all our customers with high quality efficient services. If you are unhappy with the way we have handled your personal information and wish to make a complaint please contact us through the following address:

### **Information Assurance Group**

Driver and Vehicle Licensing Agency  
A Ground/East  
Longview Road  
Morrison  
SWANSEA  
SA6 7JL

Or email

[informationcharter@dvla.gov.uk](mailto:informationcharter@dvla.gov.uk)

We will acknowledge your complaint within 5 working days and let you have a full response within 20 working days. If it is not possible to respond fully within this timescale, we will write and let you know why and say when you should receive a full response.



**Simon Tse**  
Chief Executive