

Website terms and conditions for use

The Department for Transport (DfT) takes every effort to ensure that the information published on this web site is accurate. However, the DfT cannot accept any liability for the accuracy or content. Visitors who rely on this information do so at their own risk.

Where a document provides guidance on the law it should not be regarded as definitive. The way the law applies to any particular case can vary according to circumstances, and you should consider seeking independent legal advice if you are unsure of your own legal position.

Privacy Statement

This statement covers the services provided by the DfT website: www.dft.gov.uk. The Data Controller for this web site is the Department for Transport.

The purpose of this statement is to inform users of the DfT web site, which is managed by the Department for Transport, about the information that is collected from them when they visit this site, how this information is used, if it is disclosed and the ways in which we protect users' privacy.

The Department for Transport has published an [Information Charter](#) on this website which sets out the standards the public can expect from us when we handle their personal information.

Data Protection Act 1998

The Data Protection Act 1998 establishes rights for individuals who disclose their personal information - where personal information is widely defined - to any organisation for any purposes involving processing of that information. Any organisation which processes information about living individuals is a data controller for the

purposes of the Act; that is a person who determines the purposes for which and the manner in which any personal data are, or are to be, processed. A data controller is required by the Act to ensure that the data subject has, is provided with, or has made readily available to him certain specified information, including the data controller's identity, the identity of any other person to whom he may disclose the information, and the purpose or purposes for which the data are intended to be processed.

The data controller in relation to this web site is the Department for Transport. The purposes for which the data are intended to be processed are as follows:

1. Comments, questions and feedback

If you send an enquiry by e-mail to either a specific contact or a general enquiry address identified on the DfT web site, we will only use your personal details obtained from your enquiry to respond to your query or improve the site. In some instances, it may not be possible for the DfT to provide the information requested directly. In such circumstances we may pass your enquiry to another government department so that they can fulfil your information request. In either case we shall delete your personal data once we have acknowledged your comment, responded to your request or passed it on to another Department.

2. Site usage information

i) Cookies

Cookies are pieces of data that are often created when you visit a web site and are stored in the cookie directory of your own computer.

There are two areas within dft.gov.uk where cookies may be created. The first area where a cookie is activated is when a user takes part in any online questionnaire that we run from the site to survey opinions on the service we provide. This cookie prevents respondents from issuing multiple responses.

The second area where a cookie is activated is when entering the Act on CO2 website for the first time. This will generate a Urchin Tracking Monitor cookie which is a private identifier that will be used to generate accurate tracking of the user throughout the site. This enables DfT to collect more accurate statistics of the website usage.

Cookies do not create a record on the Department's website or its computers and thus they do not contain any personal information about you, nor can they be used to identify individual users.

ii) Log files

Log files allow us to record visitors' use of the site. DfT puts together log file information from all our visitors, which we use solely to make improvements to the layout of the site and to the information on it, based on the way that visitors navigate around it. Log files are records of the visits made to the site from e-mail addresses and thus effectively contain personal information about you, areas in which you have expressed an interest, and so on. We do not make any other use of this personal information, nor do we pass it on to any other organisation.

Your Rights as a Data Subject

As a data subject, you have various rights under the Act, including a right of access to any personal data being held about you by DfT as data controller. DfT will supply you with details of any personal data we are holding about you if you submit a request ("subject access request") to Informationhandling@dft.gsi.gov.uk or write to the Data Protection Officer, Department for Transport, D/04, Ashdown House, Sedlescombe Road North, St Leonards on Sea, East Sussex, TN37 7GA. To find out more, please see [How to make a request](#).

How to make a complaint

Our [Information Charter](#) provides details about what you should do if you are unhappy with our service.

Changes to this privacy policy

If this privacy policy changes in any way, we will place an updated version on this page. Regular updating of this page ensures you are always aware of what information we collect, how we use it and under what circumstances, if any, we will share it with other parties.

General help

For further help about this web site please contact the webmasterdft@dft.gsi.gov.uk email account.

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For further information on Crown copyright policy and licensing arrangements, see the guidance at www.opsi.gov.uk.

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The copying and use of the DfT logo and other DfT-related logos is not permitted without prior approval of the DfT. Permission requests should be directed to the Communication Directorate. Tell us who you are, the organisation you represent (if any), how and why you wish to use our logo. Please include your contact details, including name, address, telephone number, fax number and e-mail.

Virus protection

The DfT makes every effort to check and test material at all stages of production. It is always wise for users to run an anti virus program on all material downloaded from the Internet.

The DfT cannot accept any responsibility for any loss, disruption or damage to your data or your computer system which may occur whilst using material off the DfT web site.