



Vehicle & Operator Services Agency

Information Access Team
Berkeley Annex
Croydon Street
BRISTOL
BS5 0DA

Our ref: **F0001288**

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Date: 18 July 2008

Dear

FREEDOM OF INFORMATION ACT 2000

I refer to your e-mails of 20 May 2008 and the acknowledgement of 21 May 2008.

You requested information about VOSA's data handling.

VOSA has two IT contracts in place, one with Atos Origin and the other with Siemens. The Atos Origin contract covers the main provision of IT services to VOSA, the Siemens contract covers the Computerisation of the MOT Scheme.

The Atos Origin data centre is based in the UK and I can confirm that all data is stored and processed in the UK and is not transmitted outside of the UK.

The Siemens data centre is based in the UK and all operational data is stored in the UK. However, some of the data was processed by Siemens staff in India on a controlled basis for the purpose of correcting and updating software code. The data was not transferred to a physical storage device outside of the UK, and the data could not be saved, amended or copied to any device in India.

The information that was potentially viewable on this basis was as follows:

- information relating to the construction/specification and the registration mark of all vehicles in Great Britain that are subject to the MOT scheme. This does not include any details in relation to the registered keeper of the vehicle;
- details of 65,500 nominated testers under the MOT scheme comprising individual's name, home address, date of birth, telephone number and driving licence number; and
- details of 16,500 individuals authorised examiners under the MOT scheme comprising individual's name, business address, business telephone and fax number.

VOSA IT systems are risk assessed annually against HM Government Standards and Policies. This allows systems to be accredited. Our main systems and network are

accredited. VOSA has an agreed plan for assessing new or enhanced systems together with existing systems due for review. The MOT Comp system is currently undergoing its annual risk assessment. The risk assessment will include prospective service delivery in India. The link to India is not currently accredited and Siemens were instructed to revoke all access to operational data from India on 12th June.

Accreditation in VOSA is ultimately the responsibility of VOSA's Chief Operating Officer reporting to the Chief Executive and to the Senior Information Risk Officer.

If you have any queries about the information you have received, please contact me, and I will be happy to assist you. My contact details are given at the head of this letter.

If you have any queries about this letter, please contact us, quoting reference **F0001288**.

If you are unhappy with the information supplied, you may ask for an internal review. To request an internal review, please write to:

VOSA Corporate Office,
Berkeley House,
Croydon Street,
Bristol,
BS5 0DA

or email vosa.corporateoffice@vosa.gsi.gov.uk

giving the reasons for your dissatisfaction. It will help us if you quote the reference number for your case.

If you do not agree with the outcome of the internal review, you may lodge an appeal with the Information Commissioner (www.informationcommissioner.gov.uk). The Information Commissioner is an independent official appointed by the Crown to oversee the Data Protection Act 1998, the Freedom of Information Act 2000 and the Environmental Information Regulations 2004.

The Information Commissioner can consider complaints about any aspect of the way in which requests for information have been handled. Please note: the Information Commissioner would be unlikely to consider your complaint if you have not first requested an internal review.

You can write to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire
SK9 5AF

Yours sincerely

VOSA Information Access