



Vehicle & Operator Services Agency

From: **Information Access**
inform@vosa.gov.uk

Room G9
Berkeley House
Croydon Street
Bristol
BS5 0DA

Tel: 0117 954 2545
Fax: 0117 954 2546

Date: 17th November 2006
Our Ref: **F0000541**

Dear

FREEDOM OF INFORMATION ACT 2000

I refer to your e-mail of and my acknowledgement of 2nd November 2006 relating to software licences.

The Vehicle and Operator Services Agency has a contract for the provision of computing services, and it is the responsibility of the contractor, within the terms of the contract, to purchase software licences on VOSA's behalf. The cost of these licences is therefore not a separate charge to VOSA.

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 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

If you have any queries about this letter, please contact us, quoting reference **F000541**.

Yours sincerely

VOSA Information Access