

## **Vehicle and Operator Services Agency (VOSA)**

### **Information Charter**

The Department for Transport with its Agencies holds personal data on the majority of the UK adult population. As an executive agency of the Department for Transport, VOSA needs to hold personal data in order to carry out its functions. It is possible that VOSA may hold personal information about you.

We know how important it is to protect your privacy and to comply with the Data Protection Act. If we ask for your personal information we will :

- Let you 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 should not
- Let you know if we share it with other organisations to give you better public services, and whether you can say no
- Only keep it for as long as we need to
- Not make it available for commercial use without your permission

In dealing with your personal information, we will also:

- Value the personal information entrusted to us and make sure that we respect that trust
- Abide by the law when it comes to handling personal information
- Consider the privacy risks when we are planning to use or hold personal information in new ways, such as when introducing new systems
- Provide training to staff who handle personal information and respond appropriately if personal information is not used or protected properly

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

- Give us accurate information
- Tell us as soon as possible of any changes, such as a new address

#### **How to find out if we hold personal information about you**

You can find out if we hold any personal information about you by making a “subject access request” under the Data Protection Act 1998 (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.

The DPA allows us to charge £10 for responding to a subject access request.

For further information on accessing any information held by us, please contact the VOSA Information Access Manager via **inform@vosa.gov.uk** or VOSA, Berkeley House Annexe, Croydon Street, Bristol BS5 0DA.

### **When we share information**

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 – VOSA will act in accordance with the DPA and other relevant legislation.

### **The training and guidance we give to our staff**

All new staff are given training about data protection as part of their induction, and our intranet provides guidance on all aspects of information handling. From autumn 2008 we will be rolling out general awareness training to all our staff, and those in positions with formal responsibility for information handling will receive specific training.

### **How to make a complaint**

If you are unhappy with the way we have handled your personal information and wish to make a complaint, please write to the VOSA Information Access Manager, Berkeley House Annexe, Croydon Street, Bristol BS5 0DA. 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.

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner at: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Phone: 08456 30 60 60 or 01625 524510 Website: [www.ico.gov.uk](http://www.ico.gov.uk)