



Information Policy & Compliance  
[bbc.co.uk/foi](http://bbc.co.uk/foi)

22 February 2008

Dear

**Freedom of information request – RFI20080135**

Thank you for your request received on 07 February 2008 seeking further information about TV Licensing. Your request is being dealt with under the Freedom of Information Act 2000 (“the Act”).

Please note that “TV Licensing” is a trading name used by companies contracted by the BBC to administer the collection of television licence fees and enforcement of the television licensing system. The majority of the administration of TV Licensing is contracted to Capita Business Services Ltd (which undertakes the majority of the administration of the TV Licensing system), with the administration of our cash related payment schemes contracted to Revenues Management Services Ltd (RMS). PayPoint Network Ltd and PayPoint Collections Ltd are contracted to provide over-the-counter services. The marketing and public relations activities are contracted to the AMV Consortium. The consortium is made up of the following four companies: Abbott Mead Vickers BBDO Ltd, Fishburn Hedges Boys Williams Limited, PHD Media Limited and Proximity London Ltd. The BBC is a public authority in respect of its television licensing functions and retains overall responsibility.

In your request you asked the following:

*I would like to understand the limitations of the above [ie Freedom of Information] as I am concerned the information I provided to you would fall into a third parties hands which I do not want. I recently applied for a BT land line and got calls, before even knowing my telephone number, from a debit collector that I did not owe money to. Can you please ensure this will not happen otherwise I will cancel my license within 20 days as I partially like aboard and do not necessarily need a TV in the UK.*



INVESTOR IN PEOPLE

First, let me say that the BBC and TV Licensing take the security of the information we are entrusted with very seriously and have a comprehensive set of controls in place to protect it. Our Information Security Strategy comprises policy, procedural, technical and educational controls and each member of staff is regularly reminded of their personal responsibilities. Our security strategy is compliant with the international security standard for Information Security Management (ISO27001).

Turning now to your request, I can confirm that your information will not be disclosed to anyone outside TV Licensing unless we are required or permitted by law to do so.

TV Licensing does occasionally receive requests of this nature from the police and government agencies, for example, the Department for Work and Pensions. However, information will only be disclosed in such circumstances after consideration of the Data Protection Act, the Human Rights Act and the law of confidence. Generally, we will only disclose data when it is necessary and in the public interest to do so. For example, where the data can only be obtained from TV Licensing and disclosure is necessary for the prevention or detection of crime.

Further information on how TV Licensing deals with personal information is set out in the TV Licensing Privacy Policy, which is available on the TV Licensing website at <http://www.tvlicensing.co.uk/privacypolicy/index.jsp#link1>.

I should also emphasise that information is exempt under section 40(2) of the Freedom of Information Act if it constitutes personal information of which other people are the subject and its disclosure would breach the first Data Protection principle (fairness) as set out in Schedule I of the Data Protection Act 1998 (available at <http://www.opsi.gov.uk>). The BBC is therefore not obliged to communicate any information about third parties to an individual who makes a request under the Freedom of Information Act and, indeed, we have previously withheld information under this exemption on a number of occasions.

Finally, I should clarify that Section 363 of the Communications Act 2003 provides that it is offence to install or use a TV receiver without a TV licence and for a person to possess or have a TV receiver under his/her control which s/he knows or has reasonable grounds to believe will be installed or used by another person without a TV licence. Hence if you use for any amount of time TV receiving equipment in the UK which is capable of watching or recording TV programmes as they are being shown on TV, you need to have a TV licence.

**Appeal rights**

If you are not satisfied with this response you have the right to an internal review by a BBC senior manager or legal adviser. Please contact us at the address provided, explaining what you would like us to review and including your reference number. If you are not satisfied with the internal review, you can appeal to the Information Commissioner. The contact details are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, telephone 01625 545 700 or see <http://www.ico.gov.uk/>

I hope this response is helpful.

Yours sincerely,

**Natalie Saunderson**  
**Policy Adviser**  
**BBC TV Licensing Management Team**