



Subject access request

Please read the guidance notes before completing this form.

This form is to used to make a request under the Data Protection Act 1998 for your personal data that is being held by TfL for London Road User Charging Schemes.

*** Information that must be provided**

Account number (if known)

1. About you

Title Mr Mrs Ms Miss Other

First name

Middle name

Last name

House number and street

Town/City

County

Postcode

Country

Contact phone number

Email address

Vehicle Registration Mark Vehicle 1

(Number plate) (if known) Vehicle 2

In case we have a query about your request, how would you like us to contact you?

By email By post By phone



2. Are you the data subject?

Yes.

If you are the Data Subject please supply two pieces of proof of your identity, e.g. a bank statement, utility bill, driving licence or passport (photocopies are acceptable).

OR

No.

Are you acting on behalf of the Data Subject with their express permission, or with the appropriate legal authority? If so, this must be evidenced in writing and enclosed with this form. Please also enclose proof of the Data Subject's identity described above. Please also refer to section 7 , Declaration

3. Information requested

Specify the personal information you are requesting.

Please note that due to routine deletions, your information may no longer be held.

For Penalty Charge Notice (PCN) related information we can only supply this if your details match the registered keeper details on our records.

I am requesting:

Information relating to a penalty charge against my vehicle.

PCN Number

(If more than one PCN, please list the numbers for each PCN and continue on a separate sheet if necessary.)

Other specific information. Please specify:

All information held in relation to London Road User Charging.'

(Continue on a separate sheet if necessary.)

4. Image requested of myself

Please refer to guidance notes on images before completing this section.

Please complete the details below to help us locate the image if captured by a camera.

In order for TfL to identify you, please supply a recent photograph. Please tick * the following box to show that you are providing this proof:

I am enclosing a photograph.

a) If I was in a vehicle

**Vehicle Registration Mark
(Number plate) ***

Date of image *

DD/MM/YYYY

Time of image *

 : HH:MM

Location of camera *

b) If I was NOT in a vehicle

Date of image * DD/MM/YYYY

Time of image * : HH:MM

Location of camera *

5. Image requested of my vehicle

Please complete the details below to help us locate the image if captured by a camera:

Please tick * the following box to show that you are providing this proof:

I am requesting an image of my vehicle. If I am not the registered keeper, I enclose authorisation from the registered keeper.

Vehicle Registration Mark (Number plate) *

Date of image * DD/MM/YYYY

Time of image * : HH:MM

Location of camera *

6. Payment of administration fee

Please tick one * of the following:

I am enclosing a cheque/postal order for the above amount. Cheques or postal orders should be made payable to 'Congestion Charging London' and crossed 'account payee'

OR

I authorise/include payment of £10 for the subject access request administration fee.

Visa

MasterCard

Maestro

Delta

Amex/Diners

Name on card *

Card number *

Valid from MM/YY

Expiry date * MM/YY

Maestro issue number

By signing section 7 of this form I authorise payment by the credit or debit card details above.



7. Declaration

By completing this form I certify that the details given on this application are to the best of my knowledge true and correct. I understand that it is a criminal offence to obtain or disclose personal data unlawfully or to attempt to do so.

I understand that TfL will respond to my request within 40 days, as specified by the Data Protection Act 1998.

If you are acting on behalf of someone else. (Please ignore if not applicable)

I enclose evidence of my authority to act on their behalf. Please indicate which of these applies or add your own description: I am making this request on behalf of the person whose details are given on this form in my capacity as: their parent / carer / guardian / solicitor / power of attorney / agent / other, specify below:

Other relationship

Tick ✓

I confirm that I have read and that I understand the above declaration.

I understand that TfL will respond to my request within 40 days, as specified by the Data Protection Act 1998.

Signature *

Date *

DD/MM/YYYY

Finally

Please send this form and the administration fee to:

Congestion Charging, PO Box 4782, Worthing, BN11 9PS.





Subject access request

This form is to be used to request your own personal data held by Transport for London for London Road User Charging Schemes.

Your rights

To exercise your right under the Data Protection Act 1998 to request your personal information, please complete this form and supply the administration fee of £10.

You have the right to be told whether any information is held about you and a right to a copy of that information. Please note that due to routine deletions in accordance with the Data Protection Act 1998, your information may no longer be held.

Data Collection Notice

Transport for London (TfL), its subsidiaries and service providers, will use your personal information (including data captured by camera) for the purposes of customer services and administration, the enforcement of road user charging schemes, the provision of travel related information, customer research and fraud prevention.

Your personal information will be properly safeguarded and processed in accordance with the requirements of the Data Protection Act 1998.

We may share your information with the Driver and Vehicle Licensing Agency, local authorities and other organisations for the administration (including verification of discount entitlement) and enforcement of road user charging schemes; the prevention and detection of crime and protection of public funds. TfL randomly selects and monitors vehicles subject to a discount to identify possible fraudulent use.

If you persistently fail to pay any road user charges due or attempt to defraud TfL, we may record your vehicle's movements to assist in tracing persistent evaders and those committing fraud.

In certain circumstances, TfL may also share your personal information with the police and other law enforcement agencies for the purposes of the prevention and detection of crime

Disclosure

Transport for London (TfL) will only give you information if we are satisfied of your identity. This is why you are required to supply two proofs of your identity before TfL will process your request. TfL does not have to give you information identifying someone else unless that person agrees. Please note: It is a criminal offence to obtain or disclose personal data unlawfully or to attempt to do so.

Images

Images captured by the London Road User Charging cameras show a vehicle, its registration number and the immediate surroundings. In only a small number of cases will it be possible to see the occupants of a vehicle or other individuals in the immediate area. Therefore if you are requesting an image of yourself rather than a vehicle, it is unlikely that any images will be found. If you supply the details requested in section 4, a search will be made.

Please bear in mind that images requested may no longer be retained as we may have deleted them.



Other requests for TfL

This request applies to personal data processed by Transport for London (TfL) for London Road User Charging and/or Low Emission Zone schemes. If you wish to request access to personal data which may be held by other parts of Transport for London, please apply in writing to:

**Information Access and Compliance Team,
Transport for London,
Floor 5,
Windsor House,
42-50 Victoria Street,
London,
SW1H 0TL**

How to fill in this form

Please fill in the form giving all the information we ask for. Please make sure that you sign and date the form, or your registration will be rejected.

Section 1 (About you)

Asks you to give information about yourself that will help TfL confirm your identity, including your name, address and contact details. It is important that these details are accurate since they form the basis of our search and our response will be returned to you at the address given.

You may also be able to provide a customer account number if you have registered under the scheme.

If it is relevant to your request you should also enter your vehicle registration number.

Section 2 (Are you the data subject)

Please tell us if you are the data subject, or if you are acting on behalf of the data subject.

Section 3 (Information requested)

Asks you to provide information to help TfL to locate the personal data you want. You can ask for all your data or for specific information by providing appropriate details.

Section 4 (Image requested of myself)

Asks you to provide information to help TfL to locate an image of yourself. In order for us to identify you, please supply a recent photograph of yourself.

Section 5 (Image requested of my vehicle)

Please enter the relevant vehicle registration number, date, time and location.

Section 6 (Payment of administration fee)

Asks you to provide the administration fee of £10 required to process your request. You can pay by cheque, credit or debit card.

PLEASE DO NOT send cash through the post.

Section 7 (Declaration)

Requires you to sign and date the form (it may also be used for a credit/debit card authorisation). If you are making a subject access request on behalf of another person, for example, as their appointed agent, guardian, parent, carer or attorney, you will need to include evidence that you have the authority to do this.

What to do next

After completing this form, return it with supporting documentation (if required) and the administration fee of £10 to:

Congestion Charging

PO Box 4782

Worthing

BN11 9PS

Further information

If you require further information about the subject access request form you can contact us on 0845 900 1234. For hearing impaired use textphone 020 7649 9123.

