



## Subject access request

Please read the guidance notes before completing this form.  
 This form is to be used to make a request under privacy and data protection legislation for your personal data that is being held by TfL for Road User Charging Schemes (Congestion Charging, Low Emission zone and Traffic Enforcement)

**\* Information that must be provided**

Account number (if known)

### 1. About you

**Title\***  Mr  Mrs  Ms  Miss  Other

**First name \***

Middle name

**Last name\***

Company/trading name (if applicable)

**Postcode/ZIP\***

**Building name and/or number\***

**Street\***

**Town/City\***

County

**Country\***

Mobile phone number

**Daytime phone number \***

Email address

Vehicle Registration Mark (Number plate) (if known)

Vehicle 1

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 6, 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 Road User Charging (Congestion Charging, Low Emission and Traffic Enforcement)

## 4. Image requested of myself

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. 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 one month, as specified under privacy and data protection legislation.

**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 one month, as specified under privacy and data protection legislation.

**Signature \***

**Date \***

DD/MM/YYYY

## Finally

**Please send this form together with your proofs of ID or other supporting information to:**

**Congestion Charging, PO Box 344, Darlington. DL1 9QE.**



## Road User Charging: How to request personal data (Subject Access Request)

Please read the guidance notes carefully they will help you complete the registration form.

### How to fill in this form

Please fill in the form using **block capitals** giving all the information we ask for (items marked with an **asterisk \*** must be provided).

### Section 1 (About you)

If you have an account number, please enter this in the space provided.

- Select your title and enter your first name, the initial(s) of your middle name (if you have one) and your last name and insert your address details in the space provided.
- Your daytime phone number **must be** provided and if you have one, your mobile phone number and email address.
- If you are requesting information about your vehicle, insert the Vehicle Registration Mark(s) (Number plate) in the space provided.
- Please indicate your preferred method of contact by ticking the appropriate box on the form.

### Section 2 (Are you the data subject)

Please tell us if you are requesting the data for yourself, or if you are requesting the data on behalf of another with their express permission or legal authority.

**1.** If you have ticked the **Yes** box please provide **two clear A4 photocopies** as proof of your identity, for example:

- A current bank statement.
- A current utility bill.
- Valid driving licence.
- Valid passport.

**2.** If you have ticked the **No** box please provide **two clear A4 photocopies** as proof of the **data subjects' identity**, for example:

- A current bank statement.
- A current utility bill.
- Valid driving licence.
- Valid passport.

**And** provide a letter from the data subject giving their permission for you to access their personal information.

### Section 3 (Information requested)

To help us to locate the personal data you want please complete the relevant box(s) with full details of your request, e.g. PCN number.

#### **Section 4 (Image requested of myself)**

To help us locate an image of yourself please provide a recent photograph of yourself, and tick the box to show you have provided this proof.

**1.** If the image **is of you** in a vehicle please enter the following information in the space provided:

- Vehicle registration mark (Number plate)
- Date of image
- Time of image
- Location of camera

**2.** If the image **is not of you** in a vehicle please enter the following information in the space provided:

- Date of image
- Time of image
- Location of camera

#### **Section 5 (Image requested of my vehicle)**

To request an image of your vehicle please enclose a copy of the vehicles V5C and tick the relevant box to confirm you have provided this proof.

If you are not the registered keeper of the vehicle in the image, please enclose a letter from the registered keeper authorising you to access this information.

Please insert the following information in the space provided:

- Vehicle registration mark (Number plate)
- Date of image
- Time of image
- Location of camera

#### **Section 6 (Declaration)**

Please read the declaration very carefully before signing the form.

Ensure that you sign and date the form in the space provided, as failure to do so will result in your request being rejected.

**Please note:** If you are making a subject access request on behalf of another person please remember you will need to include evidence that you have the authority to do this.

#### **Finally**

After completing this form, return it with supporting documentation (if required) to:  
Congestion Charging,  
PO Box 344,  
Darlington.  
DL1 9QE.

## Further Information

For more information on the subject access form you can contact us:

- Online at [tfl.gov.uk/congestioncharge](http://tfl.gov.uk/congestioncharge)
- By calling 0343 222 2222
- By textphone on 0207 649 9123

## Your rights

To exercise your right under privacy and data protection legislation to request your personal information, please complete this form and return it to us with the required proofs of identity.

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 privacy and data protection legislation, your information may no longer be held.

## Privacy 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, research, fraud prevention and debt recovery. Your personal information will be properly safeguarded and processed in accordance with privacy and data protection legislation. Further information is available at [www.tfl.gov.uk/privacy](http://www.tfl.gov.uk/privacy)

We may share your information with, and receive information from, the Driver and Vehicle Licensing Agency, local authorities and other relevant organisations, to administer and enforce TfL's road user charging schemes (including verifying discount eligibility); prevent and detect crime, trace and recover unpaid debt and protect public funds. TfL may randomly select and monitor 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 captured by the 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.

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.

This request applies to personal data processed by Transport for London (TfL) for 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 visit:

**[tfl.gov.uk/corporate/privacy-andcookies/access-your-data](https://tfl.gov.uk/corporate/privacy-andcookies/access-your-data)**