



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

26 September 2007

Dear Mr

**Freedom of information request – RFI2007000794**

Thank you for your request dated 16 August 2007 seeking further information about TV Licensing.

Your request is being dealt with under the Freedom of Information Act 2000 (“the Act”). However, I am sorry for the lengthy delay in responding to your request. This was due to a technical error in our IT system for processing FOI requests which led to your request being inadvertently overlooked. We recognise that we have failed to respond to your request within the 20 working days laid down by the Act, for which we sincerely apologise.

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 have numbered your questions for ease of reference):

*I would be grateful if you could supply me with the following information under the Freedom of Information Act:*



INVESTOR IN PEOPLE

1) *Any arrangements that TV Licensing have with third party suppliers of television receiving equipment (eg retailers) to provide them with information in relation to the purchase of television receiving equipment by individuals, and what information is provided by these third parties.*

The Wireless Telegraphy Act 1967 (as amended) places an obligation on television retailers to supply the name and address of a person who hires or purchases a television set to TV Licensing within 28 days of the purchase date. A retailer would be committing an offence under the Wireless Telegraphy Act if they failed to provide this information.

Information is regularly sent to TV retailers concerning their general obligation to notify TV Licensing in accordance with this Act. TV Licensing also visits television dealers to ensure that they are complying, and will take enforcement action against dealers that have not completed dealer notifications.

2) *If there is a statutory requirement for third parties to provide this information, please provide me with a copy of the relevant legislation.*

Although you specifically mention the Freedom of Information Act in your request, information is exempt under section 21(1) of this Act if it constitutes information which is accessible to the applicant by other means. In relation to your particular question, the relevant legislation is available from Her Majesty's Stationary Office, who can be contacted via their website at [www.hmso.gov.uk](http://www.hmso.gov.uk).

3) *I would also like to know how this information is transmitted between the two parties, and how this information is processed and stored by TV Licensing.*

The vast majority of dealer notifications are returned electronically and are processed automatically. Any hard copy forms are scanned onto TV Licensing's electronic systems and the electronic image is securely held within internal systems in line with TV Licensing's data retention policy. The image is purged when no longer needed and the paper copy is securely destroyed.

### **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