

1st floor  
NLBP  
26 July 2019  
Our ref: 5432531

Thank you for your request received on 26 June 2019, for the following information:

- number of PCN appeals received on the basis that the app didn't work properly (including showing successful payment initially);
- number of PCN appeals received on the basis that the app didn't work properly after upgrading of their mobile handset (including showing successful payment initially);
- number of PCN appeals received based on selecting the wrong vehicle in the app where multiple vehicle exists within their accounts;
- number of PCN appeals based on the app being unclear to use (including where individuals have claimed/ proved dyslexia or other processing disorders);
- For all data requests, I am assuming that you only use the PayByPhone app. If you use other apps as well, then please include these in the data you provide.
- For all data requests, please provide the break down total appeals, successful appeals and non successful appeals;
- please also provide the above break downs (successful, unsuccessful and total appeals) by app/ technology platform (where relevant, as per my point above)
- For all data requests, please provide as far back as your records allow and the legislation permits
- For all data requests, please provide a summary page/ summary of the data, with an appendix of supporting raw data (withholding peoples private information)

We have processed this request under the Freedom of Information Act 2000.

## **Response**

I am writing to inform you that we have searched our records and the information you requested is not held by London Borough of Barnet.

Data is not recorded.

If you are dissatisfied with the response in any way, there is a complaints process which can be found at **Annex A**.

### **Further information**

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

### **Advice and Assistance : Direct Marketing**

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link [www.ico.org.uk](http://www.ico.org.uk)

**For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.**

### **Your rights**

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: [foi@barnet.gov.uk](mailto:foi@barnet.gov.uk). Or by post to Information Management Team (FOI) London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website [www.ico.org.uk](http://www.ico.org.uk)). There is no charge for making an appeal.

### **Annex A – Making an appeal**

If you are dissatisfied with the way in which your information request has been dealt with you can request an internal review by emailing the Council's Data Protection Officer email: [data.protection@barnet.gov.uk](mailto:data.protection@barnet.gov.uk) (Please quote the reference number above) or by writing to:

The Data Protection Officer

Information Management Team

London Borough of Barnet  
North London Business Park  
Oakleigh Road South  
London N11 1NP

If you remain dissatisfied with the outcome of the review you have a further right of appeal to the Information Commissioner, who regulates the implementation of the Data Protection Act 2018. The Commissioner can be contacted at the following address:

Information Commissioner's Office  
Wycliffe House Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

website at [www.ico.gov.uk](http://www.ico.gov.uk).

Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)  
Telephone: 0303 123 1113  
Textphone: 01625 545860  
Monday to Friday, 9am to 4:30pm

You can also chat online with an advisor.

There is no charge for making an appeal.