



Record Keeping Guideline

Records of all transactions must be kept for a period of 3 years. The Police, or persons appointed by local authorities, may enter registered premises at any time to inspect number plates to confirm they meet the current British Standard, or to inspect or take copies of records. Plates or components may be taken away for testing.

Records may be kept electronically (computer based), or on hard copy (paper records).

If records are kept electronically, then the dealer/supplier must register with the Office of the Information Commissioner under the Data Protection Act. You are required to pay an annual registration fee which is usually £35, the fee may vary depending on the size and turnover of the business. If paper records are kept, then the dealer/supplier will still be expected to comply with the requirements of the Data Protection Act, but will not be required to register or pay the fee.

To contact the Office of the Information Commissioner:-

- (a) Telephone: 01625 545740.
- (b) Visit their web site at: www.ico.org.uk

the above legislation applies only to ENGLAND and WALES.

Recorded Information

1. The information to be recorded should be:

- (a) Vehicle registration mark of plate to be sold
- (b) Customer name
- (c) Customer address
- (d) Method of purchase (in person, telephone, mail)
- (e) A traceable number taken from documents presented to the supplier.

These should be

- (i) a driver number
- (ii) A document reference number taken from section D of V5
- (iii) In the case of plates fitted to a vehicle referred to a body repairer by an insurer, the insurers reference and policy number. This is in addition to the documents confirming the customer's name and address.

2. One example of an identity document and one example of an entitlement document should be provided. The preferred documents are a current photo card driving licence and a V5 and the supplier should accept alternatives only if these are unavailable. The type of document provided should be indicated on the form.

3. The acceptable identity documents should be:

- (a) Driving licence, with or without a photo (whether or not issued in the United Kingdom)
- Electricity, gas, water, landline phone, council tax bill or rates bill in Northern Ireland (issued within the last six months)
- (b) Bank or building society statement (issued within the last six months)
- (c) Passport (whether or not it was issued in the United Kingdom)
- (d) National identity card issued by the government of a state or of a territory (other than the United Kingdom)
- (e) Debit or credit card issued by a bank or building society
- (f) A police warrant card
- (g) An armed forces identity card

4. The acceptable proof of entitlement should be:

- (a) V5C Registration certificate (preferred)
- (b) V5C/2 New keep supplement
- (c) V750 certificate of entitlement to a mark
- (d) V778 Retention document
- (e) V11 vehicle re-licensing reminder
- (f) V379 (Temporary Registration Certificate)
- (g) V948/eV948 Number Plate Authorisation Certificate with official DVLA/DVSA stamp
- (h) A letter of authorisation from lease or hire companies, including fleet operators. The letter must quote the document reference number from the V5C
- (i) A View Vehicle Record (VVR) from lease or hire companies including fleet operators, The VVR must quote the DVLA document reference number, where the V5C has been suppressed.
- (j) Record of the insurer's name, reference and policy numbers (for repairs approved by an insurance company)

Used Vehicle Dealers

If a new number plate is fitted to a used vehicle prior to its sale, the used car dealer must be registered and will need to keep sales records showing proof of entitlement. The dealer will have the registration certificate (V5C) as proof of entitlement and must record the 11-digit reference number. This only applies to refitting plates to used vehicle stock, not selling replacement plates where the personal identity will still need to be seen and recorded.

General Points

- The purchaser of a plate does not have to be the registered keeper of the vehicle. It is possible for someone to purchase a number plate on behalf of someone else.
- Manufacturers or suppliers who supply components or complete plates to other suppliers to sell on, need to satisfy themselves that the business they are supplying is registered and their supplier identification number should be recorded against each sale. Thus the onus is on the last supplier in the supply chain to carry out the required verification of personal details and entitlement checks on a purchaser and to keep records of the sale.

