Driver Check - Claimant FAQs

DVLA Check Consent

Why am I being asked for consent when I attempt to claim business mileage?

Your organisation has activated the Driver & Vehicle Check feature which will allow them, with your consent, to automatically populate Assure Expenses with your driving licence information, sourced from DVLA. The Duty of Care policy defined by your organisation is restricting you from claiming business mileage until all of the necessary Duty of Care documentation is valid. Therefore, you are being asked to provide consent for your organisation to use your driving licence information to ensure that their Duty of Care requirements are met within Assure Expenses.

How do I provide my consent for checks?

For information on how to provide consent to perform checks, view Provide Consent for DVLA Checks.

Which details are provided on a check?

Initially, this feature will allow your organisation to look up Driving Licence information for your person. The information can include details such as Licence Type, Licence Number, Valid From/To and Issue Number.

Further updates to Driver & Vehicle Check will provide the functionality to look up vehicle document information such as MOT, Tax, Insurance, Service and Breakdown Cover as well as other licence information such as endorsements/banning orders.

How often do I have to give my consent?

After you have provided consent, this will stay valid for three years. Towards the end of this period, you will be notified by Assure Expenses that you need to renew your consent. The notice period is determined by your organisation.

Can I retract my consent?

Yes, you can retract your consent at any time by either clicking 'I do not provide consent' on the DVLA Check Consent menu, within Assure Expenses, or by clicking the 'Opt Out' button located within the consent portal. You can access the portal at any time by using the email sent to you after initially registering your details.

My driving licence details have changed, do I need to provide my consent again?

It depends on which details have been changed with the DVLA.

- If you have changed your **First Name, Middle Name, Surname, Date of Birth** or **Gender** with DVLA you will be required to provide consent again as your Driving Licence number will have changed. Your consent will be revoked from the next driving licence check that occurs after

the DVLA have processed your change of details. When this occurs, you will receive an email notification.

- If you have changed details which are not listed above (address or photo for example) you will not be required to provide consent again. Assure Expenses will be updated with your new driving licence details when the next check is performed. In the interim period, this can lead to discrepancies between the information stored in Assure Expenses and what you have provided. It is your responsibility to inform your organisation of any changes.

What if I don't want to provide my consent?

If you do not want to provide consent for automatic checks, you can click the 'I do not provide consent' button from within the DVLA Check Consent menu. For more information on refusing consent, view Provide Consent for DVLA Checks.

If you specify that you do not want to provide consent, your organisation will not be able to perform an automatic check of your driving licence. You will be restricted to using the manual Duty of Care process where you will need to add a driving licence and request a review from your Duty of Care approver. For more information on adding a driving licence, view Add a Driving Licence.

What if I do not hold a British driving licence?

If you do not hold a British driving licence you will not be able to take advantage of using the automatic checks, however, you may still be required to undertake business mileage for your organisation. In this case, you will be required to refuse consent so that you can continue using the manual process for adding your driving licence and requesting reviews from your Duty of Care approver. For more information on refusing consent, view Provide Consent for DVLA Checks.

If I am using the manual Duty of Care process, what do I need to do?

If you will not be using the Driver & Vehicle Check feature, you will need to add your Duty of Care documentation manually and have this reviewed by your designated Duty of Care approver. For information on adding your Duty of Care documentation view the 'Links' section of Duty of Care.

I don't claim business mileage, do I still need to provide consent?

If you do not claim business mileage for your organisation, there is no requirement for you to provide consent for checks. However, your organisation's Duty of Care policy may state otherwise.

Why am I getting a postcode error when completing the consent process?

If your house is a new build there is a chance that the postcode may not yet be registered and therefore cannot return your address details within the consent portal. If this is the case you will see the following error:

- 'Postcode information not available for your postcode'

The list of registered addresses is updated quarterly but in the meantime you will be able to add your address manually.

Security

Who can see my information?

The information which is supplied will only be visible to yourself and your designated Duty of Care reviewer (line manager or a specific team). The information which you have entered on the DVLA Check Consent page, within Assure Expenses, will be encrypted.

Features

Can I view driving licence checks which have been undertaken against me?

Yes. Navigate from the **Home** page to **Driver Compliance** | **My Driver Documents** | **My Driving Licences**.

Can I edit my driving licence details?

No, if your organisation uses Driver & Vehicle Check, the information supplied in your driving licence record will match what is held by DVLA. To stop this information becoming inconsistent, your driving licence record will be read-only and cannot be edited.Will this impact existing reports which have been created by our organisation?