

**HIGHWAYS AGENCY INFORMATION LINE**  
**CALL REFERENCE: 4650471**

**To:** [Email removed under the Data Protection Act]

**Also Advised:**

**Area** HATO East Operations  
**Team:**

<b>Callers Details:</b> [Name removed under the Data Protection Act]  Phone : [Telephone number removed under the Data Protection Act] eMail: [Email removed under the Data Protection Act]	<b>Motorway/Trunk Road Details:</b> M/way,TR : M25 Junction : Nr. Town : Direction: Anti-Clockwise
<b>Date and Time of Journey (if known):</b> 9 June 2009 11:10	<b>Call details last saved:</b> 9 June 2009 16:40
<b>Reply to Customer by:</b> Email	(for HAIL Use only)
<b>Comments/Remarks:</b> Caller was involved in an incident this morning on the M25 Anti Clockwise. East RCC ref 577. He was unsure of the junction, however this should be in the log.  2 HATOs attended and took down the caller's details and stated they would get back to him with further info. Caller was driving past a roadwork's area when a Silver Rover appeared to stick a yellow light out of it's window causing it to become imbedded in the grill of [Name removed under the Data Protection Act]car[Reg No removed under the Data Protection Act]..  Caller wanted to know if there is any further information that the HATO's have found out in terms of what happened? He is curious to know whether it was a HA vehicle or if any sort of details were taken.  I advised caller that all third party details are data protected therefore he will have to contact a solicitor /insurance company to have them formally requested. I supplied the RCC address.  Caller was also told by a HATO that CCTV footage would be available? I advised the line to take on CCTV footage - cameras are for traffic monitoring, held for a maximum of 7 days, any details shown will be data protected - he would like to proceed if the footage is available also.  Generally the caller feels a bit in the dark in regards to what happened and feels upset that the HATOs took his details and no one has contacted him. He also asked for Thames Valley Police's number as he feels there has been an element of foul play here. I gave him that number also.  Please can caller be advised regarding the above? thanks  CC FWD East RCC 09/06/09	

Please advise [Name removed under the Data Protection Act] quoting the Reference 4650471

[Name and address removed under the Data Protection Act]  
Telephone number removed under the Data Protection Act]

09 June 2009