

DWP Central Freedom of Information Team

e-mail: [freedom-of-information-request@dwp.gsi.gov.uk](mailto:freedom-of-information-request@dwp.gsi.gov.uk)

Our Ref: VTR 5132

DATE [15th March 2013](#)

Dear Mr Batchelor,

Thank you for your Freedom of Information request which has been copied below along with our response.

It has been brought to my attention that the new Universal Jobmatch website via directgov is to be made compulsory for claimants having a jobsearch requirement. It has also come to my attention that this website uses Third Party cookies on the site as well as presumably local cookies within the websites own domain. I assert that third party cookies are not necessary for such a site to function, therefor would you please provide the following information regarding the use of cookies and third party or 'tracking' cookies on this website;

1. what information is stored and/or made available to JCP advisers regarding a claimants use of the website, and what information regarding this use is additionally available to managers or decision makers, and to what purpose is this information gathered?

2. I assert that any third party cookie, or tracking cookie can be used to track a users activity over any number of websites which have signed up to use the third party company program, and any affiliates of the third party company, and that this website has been detected to use a third party cookie from webtrends.com by myself today, what information on any claimant is provided back to the DWP from the use of this and any other third party cookie on the website, and what information from the use of this third party cookie is provided to any other party, and who are those parties?

3. If the DWP asserts that no information is provided back to the DWP from the use of third party or tracking cookies, what is the purpose of using these cookies and considering that the use of the site is to be made mandatory, has provision been made for the site to function correctly should a user determine that they do not wish to accept third party cookies on the site?

Although Universal Jobmatch uses cookies that are stored and processed by Web Trends on Demand (WTOD), these are not third party cookies. DWP has asked Monster (its service provider) to conduct anonymised analysis of the use of Universal Jobmatch and Monster have

sub-contracted with WTOD to deliver this, with DWP's agreement. WTOD store and process this anonymised data for DWP purposes only.

Universal Jobmatch cookies (including those stored and processed by WTOD) do not store personal information about individual users. Where they store information it cannot be traced back to the individual and therefore no information is available to Jobcentre Plus advisers, managers or decision makers.

A full breakdown of all of the cookies on the Universal Jobmatch has been attached as an annex to this response.

GOV.UK, the site you use to log onto UJ, uses Google Analytics cookies as you visit the homepage to help measure the website usage. These cookies also only gather anonymised data. However, you are given the option to stop Google Analytics cookies being stored on your device if you have one of the following web browsers: Microsoft Internet Explorer, Google Chrome, Mozilla Firefox, Apple Safari or Opera.

4. it has been stated elsewhere that claimants will not be required to allow DWP or JCP to collect data on their use of the website, in order to insure that this is the case a user must block all cookies on the site, what provision has been made for the website to function correctly in this circumstance, i.e. without any cookies being used?

Currently, to experience the full benefits of the Universal Jobmatch service it is necessary to accept cookies.

5. Finally what provision will the DWP make for claimants to use this website when they do not have broadband internet access, and what penalty if any will be imposed on a claimant who has lost their own access due to financial hardship or sanction, should the DWP fail to provide them with access to this 'mandatory' website?

If a claimant is not able to access the Universal Jobmatch service on their own computer or another device (for example at their public library or internet café) or does not want to, where possible they will be able to use Internet Access Devices (IADs) within the Jobcentre. More than 2,000 of these devices have been rolled out in Jobcentres nationally to help more claimants access the internet.

If you have any queries about this letter please contact me quoting the reference number above.

Yours sincerely,

DWP Central FoI Team

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**Your right to complain under the Freedom of Information Act**

If you are not happy with this response you may request an internal review by e-mailing [freedom-of-information-request@dwpgsi.gov.uk](mailto:freedom-of-information-request@dwpgsi.gov.uk) or by writing to DWP, Central Fol Team, Caxton House, Tothill Street, SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF [www.ico.gov.uk](http://www.ico.gov.uk)