



Department
for Work &
Pensions

DWP Central Freedom of
Information Team
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SW1H 9NA

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request@dwp.gov.uk](mailto:freedom-of-information-request@dwp.gov.uk)

[DWP Website](#)

Our Ref: FOI2021/16213

18 March 2021

Dear Kris Williams,

Thank you for your Freedom of Information (FoI) request received on 24 February 2021.

You asked for:

“Thank you for your response of 24 February 2021. I would however, like clarification to one of the answers you gave in your original response of 08 February 2021.

You wrote:

4. G4S SS (UK) Ltd processes images and releases them to the requestor and these are not retained after this point.

I believe that above comment to be incorrect. If a member of the public has made a request for access to video or images and has been successful, I do not believe that G4S SS would then no longer retain copies at that point. Should there be some litigation between a member of the public and the DWP regarding an event in a Jobcentre, it would seem inconceivable that the DWP no longer has access to the footage, as a member of the public has made a request for the footage and that G4S SS has no longer retained copies of the media.

Please provide clarification to your answer.”

DWP Response

We confirm that we do hold the information you have requested.

G4S SS (UK) Ltd hold the footage for the site for the 7-14-day cycle. If a Data Subject Access Request (DSAR) is seeking specific footage, this would be isolated from the main site footage and this redacted copy would be sent to the requestor. G4S SS (UK) Ltd do not keep a copy after sending it to the requestor. DWP would only receive a copy if they request the same footage from G4S SS (UK) Ltd during the 7-14-day cycle.

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

Yours sincerely,

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@dw.gov.uk or by writing to: DWP Central FoI Team, Caxton House, 6-12 Tothill Street, London, 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.

Website: [ICO Contact Information](#) or telephone 0303 123 1113.