



Department
for Work &
Pensions

DWP Central Freedom of
Information Team
Caxton House
6-12 Tothill Street
London
SW1H 9NA

Fern Valentine
request-721146-ec167cd0@whatdotheyknow.com

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

[DWP Website](https://www.dwp.gov.uk)

Our Ref: FOI2021/05785

25 January 2021

Dear Fern Valentine,

Thank you for your Freedom of Information (Fol) request received on 24 January. You wrote:

“How would one go about accessing a family members DWP records regarding JSA and ESA claims including all correspondence logged via telephone and letters. I am the deceased’s daughter and Next of Kin and I have all forms of ID for myself and the deceased. I understand there could be a charge for this, if so could you tell me how much this would cost.”

DWP Response

Let me first send my deepest regards for the passing away of your late father.

The Department for Work and Pensions (DWP) treats personal information about deceased persons with a strict duty of confidentiality. We will only disclose personal information about a deceased person with the signed written consent of the administrator or executor of the deceased person’s will or where ordered to disclose by a court.

We consider personal information about deceased persons to be exempt from disclosure under both Section 41 and Section 44 of the Freedom of Information Act 2000.

Section 41 relates to information provided in confidence. Section 44 allows for information to be exempted where there are prohibitions on disclosure, e.g. other legislation prohibits disclosure. Section 123 of the Social Security Administration Act 1992 allows that any unauthorised release of personal information (including that of a deceased person) gathered for Social Security purposes would be a criminal offence.

We will only provide your late father’s personal information to you if you can provide proof that you are the executor or administrator of his will or if you provide signed written consent from the executor or administrator of his will.

Please send your request and proof/consent to the following address:

**Data Protection Officer, SAR Team
Dundee Pension Centre, The Pension Service
Unit 4, Jack Martin Way, Dundee, DD4 9FF**

We do not recommend that you email your request as email is not a secure medium without suitable encryption in place and your personal information may be intercepted.

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

Yours sincerely,

DWP Central Freedom of Information Team
Department for Work and Pensions

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 Fol 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.