

Dear Frank Zola

Thank you for your Freedom of Information request of 31 January 2018. You asked:

Please also disclose a copy or details of any terms and conditions or disclaimers or equivalent customers must agree to or read to make use of your "Email options available for disabled people"

DWP Response

The Department currently asks disabled customers to agree to the following for the use of email;

'You have requested that DWP correspond with you by e-mail as a reasonable adjustment under the Equality Act. This may require e-mailing your personal data outside of the Secure network used by DWP. We need to inform you of the risks associated with e-mailing outside a secure network, the primary risks are loss, manipulation and theft of emails. Before DWP can proceed with your request please provide confirmation that you accept the risks associated with DWP corresponding with you by internet based email.'

Do you give your consent for DWP to correspond with you by email as a reasonable adjustment under the Equality Act and accept the risk associated with DWP corresponding with you by internet based email?'

The Department is reviewing this agreement and plans to remove the requirement for DWP customers to give their consent to use email.

Yours sincerely

DWP Central Freedom of Information Team

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@dpw.gsi.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