

DWP Central Freedom of Information Team
e-mail: freedom-of-information-request@dwp.gsi.gov.uk

Our Ref: Fol 2853

Date: 18th July 2018

Dear Jack Powell,

Thank you for your Freedom of Information request received on 19th June 2018. You asked:

When DWP retains activity data for 14 months after an account is closed, is activity data associated to the former account holders email address or other person identifiable data? Why is the data kept and how is it used?

What are the full hardware and software specs for your Jobcentres computers (internet access devices)? Please supply copies of training and awareness information on how to use these devices for your staff and benefit claimants and info on how applying for benefits like UC is embedded into an IAD.

DWP Response

In relation to your questions about what happens when DWP retains Find a job activity data, Section 21 of the Freedom of Information Act allows us to direct you to information which is already reasonably accessible to you. The information you requested is available via <https://www.whatdotheyknow.com/request/489074/response/1176569/attach/html/3/2652.pdf.html>

Please find enclosed the Claimant Guidance for the use of Internet Access Devices. We have been informed that there isn't any Learning and Development material that specifically covers the use of Internet Access Devices for DWP staff. IADs (internet access devices) do not hold any information about applying for benefits. Information about benefits is on gov.uk.

Please find attached the hardware specs for the Internet Access Devices. In respect of software specifications, the Department may hold the information you requested however the Department would withhold any information based on the provisions contained in Sections 31 and 24 of the Freedom of Information Act ("the Act"), which covers the prevention of crime, and national security respectively. Section 31 and 24 are qualified exemptions, and as such, a public interest test needs to be applied. While there is a legitimate public interest in ensuring that the public can have confidence that the Department has controls in place to ensure the security and confidentiality of the computers in its jobcentres, it is not in the public interest for the Department to provide details of the software deployed on those computers. Such information would assist an individual to deduce operational security protocols and to test the effectiveness of the

Department's defences against cyber-attacks. This is not in the public interest, and therefore we are withholding the information in accordance with Section 17 of the Act.

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

Yours sincerely,

DWP Strategy Fol 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@dwp.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