

To: Doug Paulley
request-474045-483a1bf8@whatdotheyknow.com

DWP Central Freedom of Information Team

e-mail: freedom-of-information-request@dwpgsi.gov.uk

Our Ref: FOI1645

24 April 2018

Dear Mr Paulley,

Thank you for your Freedom of Information request which we received on 28 March 2018.

You asked:

'Please provide the clauses of your contract with Capita as to what Capita and the DWP should do if a data subject sends a subject access request to Capita instead of direct to the DWP.'

I know that the DWP is the data controller and Capita the data processor, so it is the DWP who should deal with SARs. But given there will be substantial interaction between Capita and claimants, it is understandable that claimants may send SARs to Capita.

I want to know what your contract with Capita says about what Capita should do with such SARs'.

Section 21 of the Freedom of Information Act (FoIA), allows us to direct you to information which is already reasonably accessible to you, as it is already in the public domain. The information you requested is available on the Department's website. Please find below a direct link to the contract with Capita for Central England and Wales assessments –
<http://data.gov.uk/data/contracts-finder-archive/contract/740844/>

The information you have requested is provided in the link to the PIP Specification and from there to the Service Specification document at 22.7 refers.

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

Yours sincerely

DWP Central 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@dwpgsi.gov.uk or by writing to DWP, Central Fol Team, Caxton House, Tothill Street, London, SW1H 9NA. Any review request should be submitted within two months of the date of this letter. Please remember to quote the reference number above in any future communications.

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.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745

