



Department  
for Work &  
Pensions

DWP Central Freedom of Information  
Team  
Caxton House  
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SW1H 9NA

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

[DWP Website](#)

Our Ref: FOI2022/93909 & FOI2022/93915

Date: 5 December 2022

Dear Carl Davies,

Thank you for your Freedom of Information (Fol) request received on 23 November. You wrote:

**FOI2022/93909**

“Is there any policy of law that states that as a claimant of JSA I must allow a copy of my CV (either physical or digital) to be retained by the Jobcentre or a third party provider?”

**FOI2022/93915**

“The Jobcentre has on file two means of contact for myself, my postal address, and my email address, is there any policy requirements or Law that stipulates that as a claimant of JSA I must also provide a contact telephone number?”

**DWP Response**

It may be helpful if I explain the role of the Freedom of Information Act. The Act provides a right of access to recorded information held by a public authority like DWP (subject to certain exemptions). The Act does not oblige a public authority to create new information to answer questions; nor does it require a public authority to give advice, opinion or explanation in relation to issues/policies under question.

Your request asks a question to which you seek a bespoke policy response. If you ask a question, rather than requesting recorded information, we will provide you with the recorded information that best answers the question. Once we have provided the recorded information or confirmed that no such recorded information is held, we have met our obligations under the Act; interpreting the information provided is up to you.

As there is no policy or legislation which allows the department *to retain a CV or require a telephone number*, I can confirm that we have no recorded information.

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

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@dwp.gov.uk](mailto:freedom-of-information-request@dwp.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 FOI and EIR complaints](#) or telephone 0303 123 1113.