



Department
for Work &
Pensions

DWP Central Freedom of
Information Team
Caxton House
6-12 Tothill Street
London
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: FOI2022/100519

21 December 2022

Dear Carl Davies,

Thank you for your Freedom of Information (FoI) request received on 15 December. You wrote:

“As a data handler you have a legal duty to protect claimant's person and private data, given that jobcentres and restart providers are of open office plan design with multiple staff and members of the public in very close proximity, what steps do you provide to insure claimant's information is not overheard when conversing with work coaches / restart advisors?

What steps can claimant's take if they are not comfortable giving out personal/private information in open public office.”

DWP Response

We can confirm that the Department holds this information. However, the information is exempt under Section 21 of the Freedom of Information Act because the information is reasonably accessible to you, as it is already in the public domain.

However, to be helpful you can find the information you seek at

<https://www.gov.uk/government/organisations/department-for-work-pensions/about/personal-information-charter#data-protection-principles>.

You may find the following explanation useful. We have provided this outside our obligations under the FoI Act. Private rooms are available in almost all Jobcentres so that individuals can discuss sensitive issues with their Work Coach in private.

If you have any queries about this letter, 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@dwp.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 FOI and EIR complaints](#) or telephone 0303 123 1113.