

DWP Central Freedom of Information Team

e-mail: [freedom-of-information-request@dwp.gsi.gov.uk](mailto:freedom-of-information-request@dwp.gsi.gov.uk)

Our Ref: VTR4806

13 November 2014

Dear Leigh,

Thank you for your Freedom of Information request received on 30 October. You asked:

*"Please refer to the document "Recordings by claimants v17 FINAL 30 Aug 2011.doc" provided in this FOI from the DWP:*

*<[https://www.whatdotheyknow.com/request/copy\\_of\\_data\\_protection\\_act\\_docu#incoming-225710](https://www.whatdotheyknow.com/request/copy_of_data_protection_act_docu#incoming-225710)>*

*Please provide the most up to date version of this document. If the document is no longer being produced please provide its replacement or equivalent.*

*Specifically please confirm that a Jobseeker may request, and expect to be granted, permission to record any meeting with Jobcentre or DWP staff.*

*Also please confirm that if such a meeting is held that it must be conducted in a private room provided for the purpose."*

Please find attached the current version of the document 'Recordings by claimants', which was most recently updated on 16 July 2014.

The current DWP policy is that if a customer requests permission to record their meeting, this should be allowed and appropriate arrangements made. Please note that this policy is being considered and revised guidance will be produced in due course.

Under the current policy, if a DWP customer asks to record their meeting, the meeting must be conducted in a private room. This is because DWP owes a duty of confidentiality to all of our customers and, even though everyone has a right to record their own information, this must be done by prior arrangement so that personal information about other customers isn't captured on the recording.

If you have any queries about this letter please contact me quoting the reference number VTR4806.

Yours sincerely,

DWP Central Freedom of Information Team

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**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](mailto:freedom-of-information-request@dwpgsi.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: [www.ico.org.uk/Global/contact\\_us](http://www.ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745