

# Recordings by claimants during interviews, telephone calls etc

## [General](#)

### [Claimant publishes recording on the internet](#)

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Claimants may seek to record a telephone conversation or an interview with DWP either openly or covertly using digital recording devices such as cameras, microphones and mobile phones. There are a number of reasons why the Department should stop this happening in open plan public spaces. Jobcentre Plus has its own guidance on this.

A key concern is that if the claimant is visiting DWP premises such as a Jobcentre and is using, or intends to use, their recording equipment in an open plan area, they could record other claimants' personal information. This is not acceptable.

**If the claimant insists on recording their interview, a private interview room must be used.** Where such a facility is not available on site and no other solution is possible, arrangements to use an alternative Jobcentre Plus office will need to be considered.

**Staff should also be aware that interviews can be recorded where it is a "reasonable adjustment" requirement under the Equality Act 2010. If necessary speak to your local Disability Equality Adviser who can facilitate this.**

If a claimant indicates that they intend to make a recording of a conversation or interview and staff involved are uncomfortable about being recorded, the matter should be raised with local management. Another member of staff who is less concerned about being recorded can take the call or conduct the interview. This may take time and a future appointment may be necessary.

A claimant may resort to threatening to record, or actually record, telephone calls or interviews as a last resort if they are unhappy about the way they have been dealt with by DWP. It may be more appropriate to resolve the underlying service issue in which case they may not feel the need to record their dealings with DWP.

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This guidance is currently under review and guidance will be published in due course. If you have any queries, please email [Data Sharing and Data Protection Policy](#).

For guidance about the Department's own routine recording of telephone calls with claimants please [click here](#).