

DWP Central Freedom of Information Team

e-mail: freedom-of-information-rexxxxx@xxx.xxx.xx

Our Ref: VTR3687

17th October 2012

Dear Mr Zola,

Thank you for your email of 23 September, in which you state:

"It is common for the DWP to use covert and overt CCTV and audio recording of interviews, telephone conversations etc and does not appear to have any obligation to inform anyone when such recording is taking place.

Can you confirm that members of the public are also free to covertly record their interactions with the DWP or it's contractors and there are no legal duties for them to inform anyone of the recordings when they are only intended to be for personal and private domestic use?"

DWP complies with the fair processing obligations of the Data Protection Act 1998. On the DWP website, we tell customers what we may do with their information. Please follow the link <http://www.dwp.gov.uk/privacy-policy/#Information>.

Enclosed with this reply is the DWP policy on **Call Recording – compliance with Data Protection Act**. DWP may record telephone calls to and from the Department. When calls are to be recorded, tele-agents may give customers a short statement that this may happen.

Additionally, paragraph 35 onwards of the **Fraud Guide – Interview Under Caution**, again available on the DWP website, explains that interviews may be audio recorded <http://www.dwp.gov.uk/docs/fraud-guide-interview-under-caution.pdf>. Furthermore, the **Fraud Guide – Surveillance** covers covert recording. Please see <http://www.dwp.gov.uk/docs/fraud-guide-surveillance.pdf>.

I am also enclosing a copy of DWP guidance **Recordings by claimants during interviews, telephone calls etc** and a copy of **Guidance on Restricted Use of Electronic Media in Jobcentres**.

If you have any queries about this letter please contact me 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, 4th Floor, Caxton House, 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 www.ico.gov.uk