

DWP Responsibilities

Customers have the right to ask a representative to help them conduct their business with DWP and it is important that DWP balances this with our duty to protect the personal information we hold. This is particularly important for customers with any disabilities or conditions that make it difficult for them to express themselves adequately. Representatives can also be helpful to DWP in helping us to obtain the information that we need.

It is important that we have good working relationships with representatives, whether they are from the advice organisations or are simply family members or friends, so that we can give our customers the best possible service.

Sometimes judgements will need to be made, based upon whether it is reasonable in the circumstances to disclose information. Provided that you can demonstrate that you have followed this guidance, you will not be held personally liable for alleged unlawful disclosures. For further information refer to [Working with Representatives](#).

For Universal Credit (UC) consent and disclosure information please follow the [consent-anddisclosure-of-information guidance](#).