

Our Ref: Fol 3458

Date: 16 August 2018

Dear D Moore,

Thank you for your Freedom of Information request received on 08/08/2018. You asked:

"Please provide all recorded information related to the processing of Subject Access Requests and your UJ replacement, 'Find a Job'."

DWP Response

10. What arrangements are in place when a customer makes a written Subject Access Request / Right of Access request for their personal information?

Please confirm that necessary steps have been taken to allow a Data Protection Officer to access the personal data held about an individual on this system, and to provide a copy (either a system generated print, or screen prints) of the information held, in an understandable format within the legal limit of 40/30 calendar days of receipt of the request.

There are arrangements in place for a jobseeker to make a subject access request. A jobseeker will login to the Find a Job service and request their information. This request will be passed to the DWP Service Desk Support team who will establish and confirm the jobseeker's identity, by asking the user to respond to an email that they send, and then request the information from Adzuna, the supplier. Adzuna will forward the SAR information to the DWP, who will then arrange for the Data Protection Officer to send the jobseeker this information in a readable format, via post.

Please see the attached SAR/ RAR process for DWP and the Adzuna process.

If you have any queries about this letter please contact us quoting the reference number above.

Yours sincerely,

DWP Strategy 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@dwp.gsi.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: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF
www.ico.gov.uk