



Department
for Work &
Pensions

Jeff Smith

By email

29 August 2018

Central FoI Team
Caxton House
6-12 Tothill Street
London
SW1H 9NA

www.dwp.gov.uk

Email: freedom-of-information-request@dwp.gsi.gov.uk

Our Ref: IR 434

Dear Mr Jeff Smith,

Thank you for your Freedom of Information (FoI) internal review request received on 14 August 2018. You asked:

'Dear Department for Work and Pensions,

Please pass this on to the person who conducts Freedom of Information reviews.

I am writing to request an internal review of Department for Work and Pensions's handling of my FOI request 'Work Coach Access To Universal Credit Account'.

Insufficient details of regulations, procedural guidelines and operational circumstances have been provided.

The response given is neither adequate nor specific.

A full history of my FOI request and all correspondence is available on the Internet at this address: https://www.whatdotheyknow.com/request/work_coach_access_to_universal_c

Yours faithfully,

Jeff Smith'

DWP Response

In response to your request, I can confirm that the handling of your original request and response has now been appropriately reviewed and that I was unconnected with the handling of your original request.

As a result of this review, I can advise that I find the original decision to be partly correct. Your request for review is therefore partially upheld. The reasoning behind this decision is as follows.

Our initial response makes reference to the DWP acceptable use policy which forms part of the DWP procurement: security policies and standards. I have provided a link below to our personal information charter which is more closely fitting with your original request. It contains the standards you can expect from us, how and why we use your personal information, and your rights and responsibilities.

Section 21 of the Freedom of Information Act allows us to direct you to information which is already reasonably accessible to you. The information you requested is available on the Department's website <https://www.gov.uk/government/organisations/department-for-work-pensions/about/personal-information-charter>

A claimant and DWP will be able to access the online journal as this supports the administration of Universal Credit online. Therefore, in response to your original question, I have made reference below to the section - More about the legal basis for DWP's processing

'For personal data, the condition that applies to most processing done by DWP is that it is necessary for "a function of a government department", which is allowed by section 8 of the new Data Protection Act, and Article 6(1)(e) of the GDPR.

For sensitive personal information, such as information about health, most processing by DWP meets the condition that it is "necessary for the purposes of ... employment, social security and social protection". This is allowed by section 10 of the new Data Protection Act and Article 9(2)(b) of the GDPR.

There may be some circumstances where DWP relies on other conditions to process personal information or sensitive personal information, but we will tell you separately if this happens.'

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 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