

## DO I HAVE TO CREATE A UNIVERSAL JOBMATCH ACCOUNT?

Your jobcentre adviser has no power to simply tell you to create a Universal Jobmatch account. Edinburgh Coalition Against Poverty have supported several claimants who have successfully declined to create a Universal Jobmatch account without sanction.

You can only be forced to create a Universal Jobmatch if Jobcentre Plus issue you with a written Jobseekers' Direction - without this written instruction you cannot be forced to create a Universal Jobmatch account and they cannot sanction you for refusing.

Before a jobcentre adviser can issue a Jobseekers' Direction forcing you to create a Universal Jobmatch account, they have to consider if it would be appropriate in YOUR circumstances. For example, if English is your second language OR if you have difficulty with literacy. SEE BELOW

1. Do you have a health related condition?
2. Is English a second language?
3. Do you have a problem with literacy and/or numeracy?
4. You do not have a computer or internet access device (IAD) OR cannot afford to access the internet?
5. You live in area with poor internet service?
6. You do not have reasonable access to a computer?
7. Does your jobcentre have a computer you can use?
8. You have a computer or internet access device (IAD) but wish to exercise your right not to allow cookies?

A Jobseekers' Direction only applies to a jobcentre computer, you cannot be forced to create the Universal Jobmatch account on YOUR own computer. SEE 8 ABOVE

### YOUR RIGHT TO PRIVACY

If you do create a Universal Jobmatch account, make sure you DO NOT tick the box consenting to Jobcentre Plus accessing your account. Thus, you can prevent your jobcentre from spying on your online jobsearch activity. SEE SCREENSHOT BELOW

DO NOT TICK THE BOXES BELOW, WHEN YOU CREATE A UNIVERSAL JOBMATCH ACCOUNT

- ☐ I authorise DWP to view my account, including job search activity, feedback and notes
- ☐ I would like to receive DWP email messages

Create Account ➔

Due to data protection legislation your jobcentre adviser cannot issue a Jobseekers' Direction allowing them to access and view your Universal Jobmatch account

## **Q: WHAT IF I ALREADY HAVE A UNIVERSAL JOBMATCH ACCOUNT?**

A: If you have already created a Universal Jobmatch account the DWP have [confirmed](#) you can revoke consent, by un-ticking the above boxes at any time, via your Account Profile:

<http%3a%2f%2fjobsearch.direct.gov.uk%2fhome.aspx>

You can also shut down your Universal Jobmatch account completely - though if you were instructed to create the account via a Jobseekers' Direction this may lead to a sanction. The DWP have stated "if you wish to completely close down your UJ account you will need to use the Contact Us facility within the service and ask for your account to be terminated".

**FOR MORE INFORMATION READ ONLINE OR DOWNLOAD THESE DWP DOCUMENTS**

[Universal Jobmatch - Your Rights \(March 2013\) - PDF](#)

[Universal Jobmatch - What you need to know about cookies - PDF](#)

See also: <http://consent.me.uk/universaljobmatch/>

## **LOOKING FOR HELP AND SUPPORT?**

Call in at our support session held every Tuesday 12.00 - 3.00 pm at ACE. You can also write, phone and email: contact details below

**ADDRESS:** ACE, c/o 17 West Montgomery Place, Edinburgh EH7 5HA.

Please enclose a SAE or stamp if writing.

**TEL:** 0131 557 6242 - Tuesdays 12.00 - 3.00 pm ONLY.    **EMAIL:** [ecap@lists.riseup.net](mailto:ecap@lists.riseup.net)

Please DO NOT leave phone messages outside these times and day, we do not have the resources to reply.

***We are funded by voluntary donations and staffed by unpaid volunteers  
You can help to support our work by making a donation!***