Home Office

Disclosing information to customers

Version 8.0

Guidance for His Majesty's Passport Office staff about what you must not disclose to a customer.

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About: Disclosing information to customers

This guidance tells His Majesty's Passport Office staff what they cannot tell a customer or intended passport holder.

Contacts

If you have any questions about the guidance and your line manager or senior caseworker cannot help you or you think that the guidance has factual errors then email the Guidance team.

If you notice any formatting errors in this guidance (broken links, spelling mistakes and so on) or have any comments about the layout or navigability of the guidance then you can email the Guidance team.

Publication

Below is information on when this version of the guidance was published:

- version **8.0**
- published for Home Office staff on **02 November 2026**

Changes from last version of this guidance

This guidance has been updated throughout with minor formatting changes and to remove the references to:

- Application Management system (AMS)
- Enhanced application checking (EAC)

Related content
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Discussing an application with a customer

This page tells His Majesty's Passport Office staff what they cannot tell a customer or intended passport holder.

There is some information HM Passport Office cannot release to our customers. This is because if we share details of our interventions this would reduce their effectiveness and could affect how we carry out our roles (for example, the detection and prevention of crime).

When you (HM Passport Office) staff are disclosing information to a customer, you must be satisfied they are speaking to the correct person. See, disclosure of information guidance.

If the caller wants a progress update of their application and you cannot tell the

Information that must not be disclosed

If you are unsure whether you can share a piece of information with the customer, then do not provide the information. You must check with your Operational team leader (OTL) if you are unsure if you can give out specific information.

You must not tell a customer (or the person speaking on behalf of the intended passport holder):

- passport numbers, for example a recently issued passport number
- application reference numbers, unless disclosure of information guidance confirms you can
- personal information about:
  - the person applying, for example their name, address, phone number or email, unless the customer is telling you that is their information
  - a gender change, unless it was the purpose of the call, for example a customer is asking what to send
  - anyone with parental responsibility that is not a parent
  - a person who has provided evidence (for example, a digital referee)
  - a person who has contacted HM Passport Office, for example in a parental dispute or if there are safeguarding concerns
- the address of any site that does not have a customer-facing office (they do not have the ability for customers to deliver or collect documents)
- an address for any other HM Passport Office site, unless they need it to attend an appointment or post documents, for example:
  - Customer Service Offices, unless we are asking them to attend a face-to-face interview
  - Application Processing Centres, unless the customer has an appointment, or we ask them to attend without an appointment or to post their documents

- the full names of examiners or other staff dealing with their application, or direct email addresses for members of staff (you can tell the customer first names and team email addresses if these are used for customer replies)

In loco parentis, care must be taken when we are applying loco parentis guidance especially where we have asked a biological father to supply other evidence because he does not have parental responsibility.

The father may not be aware he does not have parental responsibility. You should not use the term ‘loco parentis’ in these cases as he is a parent and use of this term may cause offence and upset in a sensitive situation

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