

MoJ announcement re Indian call centre issues

The MOJ helpdesk remains in the UK with all enquiries from client or end user calls handled by the centre staff based in Leeds. Thebigword (TBW) linguist helpdesk services calls for all linguists and is not specific to the MOJ service. Calls to this helpdesk are handled in both the UK and India. The helpdesk is part of their wider service, which includes their online self-serve facility that can be used for most, if not all, queries.

TBW do not transfer or store any linguist data outside the UK or EEA. Linguist profile data is stored securely in the EEA. There have been no changes to the location of the data.

17th November 2021