Annex A – DATA PROCESSING

The Contracting shall comply with any further written instructions with respect to processing by the Authority.
Any such further instructions shall be incorporated into this Schedule.

Description	Details
Subject matter of the processing	Job Seekers Allowance Online; Confirmation SMS of appointment some Outbound calls to book Work Focused interview with appropriate jobcentre if information missing from online application.
Duration of the processing	Processing will take place from the date of contract signature on 1st August 2018 (**insert agreed contract start date**), and will operate through to contract termination on 31st July 2021 (**insert contract term end date** with possibility of a contract extension of up to 12 months).
Nature and purposes of the processing	• Processing is for DWP purposes. DWP will rely on powers derived from S3 of the Social Security Act 1998 • External suppliers will be required to comply with the provisions of the Data Protection Act and the requirements of the GDPR (General Data Protection Regulations) after it comes into effect on 25 May 2018 and maintain a record of processing activities under its responsibility. • Some data is shared across government and with authorised bodies (i.e. Local council). This is through system access sharing as opposed to direct contact. • The processing activities will include call recording. Customers will be notified of call recording prior to telephony agent interaction. • the purpose of the processing is to establish entitlement to a benefit. • This work is based on a web based application service that is available to Job seekers 24 hours, 7 days per week • JSA Online (JSA OL): This work process involves customers making a claim to Jobseekers Allowance via the internet. The supplier's agent will receive work as a task in the Call Booking The supplier will have control of the distribution of these tasks through the software, and will be expected to manage tasks and agent

	efficiency to enable service levels to be achieved.
	• The Supplier is required to manage the diary booking system which will include allocating claims to appointments.
	• Currently approximately 80% of claims simply require an Advisor appointment and a text message via a licences software tool advising them of the date/time to attend. The Supplier's agent will undertake this process.
	• A maximum of 20% of claims require an outbound call to advise the claimant of the date/time and potentially further information gathering to complete the claim. The Supplier's agent will undertake this process.
	• Ideally every claim will be a text message however the following customers must receive a telephone call:
	  ○ Claims where a mobile phone number has not been provided
	  ○ Claims where the address supplied does not match that held on the Customer Information System (CIS)
	• If the customer cannot be contacted by telephone and an answer-phone or voicemail service is available a message must be left to state that a second call back will be attempted within a specified time.
	• The Supplier is required to ensure that all texts meet the required quality standard by adhering to templates provided by the Authority and only changing agreed information.
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Type of Personal Data and Special Categories of Personal Data	Caller's details and details of those the caller wishes to make a claim for such as name, address, date of birth, NI number, telephone number, pay, health. Special category data - as part of the online application the medical conditions and health questions are completed by the customer and recorded on CMS as part of the gather process.
Categories of Data Subject	DWP Customers/claimants, Appointees
Plan for return and destruction of the data	Rolling 4 week deletion from date of telephone call in line with SoR at 7.3e, 7.3f.

once the processing is complete UNLESS requirement under European Union or European member state law to preserve that type of data	