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	Winter Fuel Helpline; The Government makes Winter Fuel Payments to most people of Pension age from November onwards each year. A Winter Fuel Payment is an annual payment to help pension age people with the costs of keeping warm in winter. Agents follow agreed process using appropriate IT tools.
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 winter fuel payment. • The range of calls that agents receive on this service line will be many and varied: The following is a list of call types that are likely to be received but this is not exhaustive. • Payment related calls including, non receipt of payments, underpayments, overpayments. • Calls regarding recent correspondence between themselves and DWP, this could be in respect of evidence DWP requires to pay or continue to pay a Winter Fuel payment • Some callers may wish to report a change in their circumstances, most of these calls will go directly to the appropriate Pensions Centre, but some may be delivered to the Supplier's agents. Agents are not able to accept or process changes of circumstances and must direct the customers to the appropriate route. • An electronic referral system will be used by the Supplier to enable calls to be passed to the DWP Winter Fuel Specialist Unit or Pension centre for

	follow up action. These referrals will be made only where the Supplier's agents have been unable to answer the call. • The agents will be provided with a DWP "Point & Click" tool on the Authorities desktop which will enable them to answer most general enquiries. However they will be required to use DWP legacy systems and appropriate security rules for some calls.
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 - Customers may ask for advice on additional benefit entitlement due to health concerns. Customer may advise of the conditions
Categories of Data Subject	DWP Customers/claimants, Appointees
Plan for return and destruction of the data once the processing is complete UNLESS requirement under European Union or European member state law to preserve that type of data	Rolling 14 month deletion from date of telephone call in line with SoR at 7.3e, 7.3f.