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	Pension Credit Enquiries Handling enquiries regarding existing claims, simple payments enquires and account information. Answering benefit enquiries using the available toolkit. Inappropriate calls to be signposted to other service providers and e-mail handover to DWP for complex enquiries.
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 benefits. • Calls will be managed by using information and briefings provided by the Authority, and the DWP Intranet, and where necessary, Security protocols, and Legacy systems must be used. • 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. • Direct payments – In some circumstances DWP will pay Pension Credit or part of pension credit entitlement to a third party directly. • Mortgage and housing costs related queries – Callers will sometimes request a form to be issued so their mortgage payments can be verified with their mortgage provider. Callers may also wish to discuss Housing costs. • Calls regarding recent correspondence between themselves and DWP, this could be in respect of evidence DWP requires to pay or continue to pay Pension Credit

	• Some callers may use the service to request a particular form, agents will need to direct callers to gov.uk • 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.
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 4 week deletion from date of telephone call in line with SoR at 7.3e, 7.3f.