**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 |
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| Subject matter of the processing | The subject matter of the processing is to establish entitlement to Job Seekers Allowance. JSA New Claims is an inbound free phone telephony line for customers wishing to use the telephony channel to make a new JSA benefit claim, Details are gathered and the claim is sent electronically to DWP |
| 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<br>• 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.<br>• 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.<br>• The processing activities will include call recording. Customers will be notified of call recording prior to telephony agent interaction.<br>• The customer will receive signposting to online services via messaging and only if they choose not to follow this signposting will they be delivered to the agent. The agent will receive the call and take the customer through the fully scripted claim process via DWP systems provided by the Authority via the DOI desktop.<br>• Agents will ensure the claimant understands the services offered and the requirements for claiming a Jobcentre Plus benefit. Agents will assess UC eligibility and advise accordingly.<br>• The agents will signpost claimants to the online service. Where claimants do not have access to their own computer, they will be directed to claim via Third Party Providers or an appointment will be booked for them to use an Internet Access Device in the Jobcentre. |

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| | • Only JSA claimants who are either not eligible to claim online or are vulnerable will have their claim taken by the supplier agent via DWP systems. Agents will follow the on screen scripts to gather information, e.g. partner, bank, previous employment information to complete the application to benefit. The system will use the information gathered to determine which benefits may be appropriate. The agent will then book the customer a Work Focussed Interview (WFI) at a local Jobcentre, allowing at least 3 hours between the call and the appointment time. Agent must ensure they book the next available appointment in all but exceptional cases.<br>• Issue SMS message to claimant to confirm appointment details.<br>• If a mini break has been agreed, or a call back is required the agent will take all relevant information to call the customer back, and after security clearance the agent will complete the application.<br>• There is occasionally a requirement to send out post – for example in some instances where a secondary benefit has been identified or where a clerical claim pack is required such as for wholly retrospective claims. Also if a caller insists on making a clerical claim, and cannot be persuaded otherwise, a claim pack would be sent.<br>• This service line is regularly reviewed in order to maintain DWP's 90% quality target across all service lines. As such, JSA NC is in unison with the same quality processes in place across all service lines within DWP. |
| Type of Personal Data and Special Categories of Personal Data | Personal data;<br>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.<br><br>Special category data such as health and disabilities is discussed as part of the application process. |
| Categories of Data Subject | DWP Customers/claimants,<br>Appointees<br>Representatives<br>3rd party Organisations such as CAB, Welfare Rights, Health Care Providers<br>DWP staff data – contact lists names and telephone numbers |
| Plan for return and destruction of the data once the processing is complete UNLESS requirement under European Union or European member state | Rolling 14 month retention from date of telephone call then securely transfer back to DWP via a secure portal in line with SoR at 7.3e, 7.3f, 14.5 & destroyed by supplier as per SoR 6.5 and in line with DWP sustainability and security policy and to meet current legislation. |

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| law to preserve that type of data | |