

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	DLA/AA Claim Packs The subject matter of this processing is to order claim packs using the DWP CAF tool and signpost inappropriate calls to other service providers.
Duration of the processing	Processing will take place from the date of contract signature on 1 st August 2018 (insert agreed contract start date), and will operate through to contract termination on 31 st July 2021 (insert contract term end date with possibility of a contract extension of up to 12 months).
Nature and purposes of the processing	<ul style="list-style-type: none">• 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.

	<ul style="list-style-type: none"> • Transparency responsibilities are not applicable to this service line. • Telephony agents will access DWP's CAF system. • Once calls for claim packs are filtered, agents will establish whether the claimant is aged between 16 and 64, and if so, they will signpost the caller to Freephone number to enable the person to claim PIP. • There will be a message on the IVR advising claimants who are 16 to 64 years of age who wish to make a claim for DLA to phone the PIP free phone 0800 number to make a claim to PIP. • Claimants who fall outside of the 16 to 64 age range are dealt with by trained agents. These agents use the CAF system to raise requests for DCS related claim packs and forms, or would signpost accordingly. • The supplier is not responsible for the mailing part of this process. • This service line is regularly reviewed in order to maintain DWP's 90% quality target across all service lines. As such, DLA/AA Claim Packs 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	<p>Caller's details such as name, address, date of birth, NI number, telephone number, pay, health.</p> <p>Special category data such as health conditions, impacts to lifestyle, medication and specialist treatments may be discussed under this service line. Agents do not ask specific health related questions but customer may ask for advice on additional benefit</p>

	entitlement due to health concerns, customer may advise of the conditions
Categories of Data Subject	Customers, claimants, appointees, representatives, third party organisations such as CAB, welfare rights and health care providers, DWP staff data (contact name and telephone number only), GPs and other medical professionals.
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 and destroyed by supplier as per SoR 6.5 in line with DWP sustainability and security policy and to meet current legislation.