

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.

<i>Description</i>	<i>Details</i>
<i>Subject matter of the processing</i>	Carers Allowance Claim Packs The subject matter of this processing is to order claim packs using the DWP CAF tool, signpost inappropriate calls to other service providers and proactively signpost Carers Allowance customers to digital channels that can be used to make claims and/or enquiries.
<i>Duration of the processing</i>	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).
<i>Nature and purposes of the processing</i>	<ul style="list-style-type: none">• Processing is for DWP purposes. DWP will rely on powers derived from S3 Social Security Act 1998 to share the data used for and in connection with Carers Allowance Claim Packs• External suppliers will be required to comply with the requirements of the General Data Protection Regulations (GDPR) 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, processing activities will include call recording. Customers will be notified of call recording prior to telephony agent interaction.• Telephony agents will access DWP's CAF system.• Telephony agents will handle Carer's Allowance Claim Pack requests received via DWP's 0800 731 0297 telephone number and appropriate IVR options will be given.• These calls will be managed by using information provided by DWP.

	<ul style="list-style-type: none"> • Telephony agents will be required to manage inappropriate calls as some calls to this line are made in error. Agents will be provided with information to enable them to signpost these callers to the appropriate place. • Some callers may wish to report a change in their circumstances. Most of these calls should go directly to the Carer's Allowance Unit, 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. • This service line is regularly reviewed in order to maintain DWP's 90% quality target across all service lines. As such, Carers Allowance 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 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 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 entitlement due to health concerns, customer may advise of the conditions</p>
<i>Categories of Data Subject</i>	<p>Customers, claimants, appointees, representatives, third party organisations such as CAB and welfare rights, DWP staff data (contact name and telephone number only).</p>
<i>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</i>	<p>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.</p>