

### **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	<b>National Benefit Fraud Hotline</b>  Under this service line, members of the public are encouraged to report all allegations of fraud by telephone to the National Benefit Fraud Hotline (NBFH).
Duration of the processing	Processing will take place from the date of contract signature on 1 <sup>st</sup> August 2018 ( <b>insert agreed contract start date</b> ), and will operate through to contract termination on 31 <sup>st</sup> July 2021 ( <b>insert contract term end date</b> with possibility of a contract extension of up to 12 months).
Nature and purposes of the processing	<ul style="list-style-type: none"><li>• Processing is for DWP purposes. DWP will rely on powers derived from S3 of the Social Security Act 1998</li><li>• 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.</li><li>• 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.</li><li>• Calls are not recorded.</li><li>• Transparency responsibilities are not applicable to this service line.</li><li>• Telephony agents will access DWP's FRF system.</li></ul>

	<ul style="list-style-type: none"> <li>• Customers call 0800 854 440 (free phone) or by post to; National Benefit Fraud Hotline, Mail Handling Site A, Wolverhampton WV98 2BP.</li> <li>• The Agent uses an opening script to inform customer calls are in confidence, but if they wish to identify themselves so fraud officers may ask them for further information they are able to.</li> <li>• The Agent uses intelligent questioning techniques to establish the nature of the benefit fraud.</li> <li>• Some frequent reasons for fraud are Living Together, Working whilst in receipt, Doubtful Disability, undeclared capital, not living at the property or sub letting the property.</li> <li>• The Agents then gather information such as Name, Address, What time they go to work and come home from work. Which days do they do it on? How do they do it? E.g. do they drive somewhere and then walk the dog; do they get a lift to shops; do they use public transport?</li> <li>• All the detail is captured on a Fraud Referral Form (FRF) which is intranet based.</li> <li>• The Agents will capture the information accurately and in a prescribed font, using correct abbreviations and standard terms.</li> <li>• Desk aids are provided to act as prompts, but this Service line is not scripted aside from opening and closing salutations due to the fluid nature of the call.</li> <li>• Calls are also received progress chasing referrals; however no information on cases is available to agents due to the confidential nature of the service.</li> </ul>
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	<ul style="list-style-type: none"> <li>• All FRF's are submitted via the intranet to the Fraud Referral and Intervention Management System (FRAIMS), some cases fall out of the system due to poor quality keying or unable to automatically trace the customer, these cases are manually processed by a fraud intelligence team.</li> <li>• Referrals accepted into FRAIMS are scored, high scoring referrals may be investigated by Fraud officers, lower scoring referrals by Customer compliance officers and some do not warrant further investigation.</li> <li>• This service line is regularly reviewed in order to maintain DWP's 90% quality target across all service lines. As such, the National Benefit Fraud Hotline is in unison with the same quality processes in place across all service lines within DWP.</li> </ul>
Type of Personal Data and Special Categories of Personal Data	<p>Caller details such as name, address, date of birth, NI number, telephone number, pay, health, employment history.</p> <p>This may be subject to special category data such as health conditions, impacts to lifestyle, medication and specialist treatments depending on the caller's statement. It is possible that information is captured that may be useful in the fraud reporting procedure to record information on distinguishing features eg noticeable impairments, disfigurements, missing limbs etc</p>
Categories of Data Subject	<p>Customers, claimants, members of public, appointees, representatives, third party organisations such as CAB, welfare rights and health care providers, DWP staff data (contact name and</p>

	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	Not applicable. Calls are not recorded and information gathered is transferred back into DWP for further investigation.