

### **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 Insurance Number (NiNO) Appointments</b>  The subject matter of this service line includes entitlement screening and booking of appointments with geographical Jobcentre to enable application to be made. Agents will also access the eligibility of caller to apply for National Insurance number (non-benefit related applications).
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></ul>

	<ul style="list-style-type: none"> <li>• The processing activities will include call recording. Customers will be notified of call recording prior to telephony agent interaction.</li> <li>• Transparency responsibilities are not applicable to this service line.</li> <li>• In this service line, the telephony agent will access DWP systems CIS, LMS, FIND, Intranet and Microsoft Outlook</li> <li>• The customer will call 0345 600 0643.</li> <li>• If an interpreting service is required when agents are handling a call, and there are no staff available with the required language, the big word must be used as they provide DWP telephone interpreting services</li> <li>• The telephony agent follows the Contact Centre appointment booking process within National Insurance Number (NiNO) instructions.</li> <li>• Different procedures need to be followed depending on circumstances. The two main areas relate to identify interviews (EOI) and postal processes.</li> <li>• If EU, British or multinational – an EOI needs to be booked.</li> <li>• The agent arranges an EOI at a local NiNO office, informing the customer of the date, time and location of the interview.</li> <li>• The agent then advises the customer what information/documentation they need to bring to the interview.</li> <li>• A letter is then posted to customers confirming the arrangements for the EOI.</li> <li>• Some outbound activity may be needed to NiNO contracts to resolve diary booking issues, with minimal email activity to handover cases that could not be booked.</li> </ul>
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	<ul style="list-style-type: none"> <li>• If the customer is a non EU national, a UK visa postal process will be followed.</li> <li>• The Agent will ask relevant questions to establish if postal process appropriate, booking customers via the EOI process instead if it is not appropriate.</li> <li>• If appropriate, a workflow is sent to the NiNO centre and the customer is advised that a postal application will be received within 5-7 days and the evidence they will need to provide.</li> <li>• Some other NiNO applications have different processing arrangements. Fast path applications are processed without the need for an evidence of identify (EOI) interview. Contact centre staff are not able to identify all of them when taking the call but may identify the more obvious types.</li> <li>• Inappropriate calls are signposted to other service providers.</li> <li>• The costs for outbound calls are paid by DWP on a 'pass-through' basis. Outbound postage is handled via DWP's own Royal Mail Business Account.</li> <li>• This service line is regularly reviewed in order to maintain DWP's 90% quality target across all service lines. As such, National Insurance Number (NiNO) Appointments is in unison with the same quality processes in place across all service lines within DWP.</li> </ul>
Type of Personal Data	<p>Caller details such as name, address, date of birth, NI number, telephone number, pay, employment history.</p> <p>Special category data is not applicable to this service line.</p>
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.