

### **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>Jobcentre Enquiry Line (JEL)</b>  The subject matter of this processing is to handle customer calls and access systems such as CIS, CMS, FIND, Intranet, Microsoft Outlook and NGCC Telephony platform. Agents will input notes onto LMS so that appropriate action can be taken to resolve customer enquiries and issues.
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>• Telephony agents will access systems such as CIS, CMS, FIND, Intranet, Microsoft Outlook, NGCC Telephony platform.</li> <li>• This service line is delivered from DWP telephony and Infrastructure through the deployment of NGCC.</li> <li>• JEL is an inbound telephony line for customers wishing to contact the Jobcentre. All Jobcentre telephone numbers are listed as the JEL contact number 0345 604 3719. The number is charged at a standard rate set by the customer's service provider.</li> <li>• The customer dials 0345 604 3719 and will receive an automated verbal prompt to have their NI number or reference number ready. A second prompt gives out website details and an alternative telephone number for UC customers.</li> <li>• The customer will then receive a request to verbal state what their call is regarding to, for example 'to re-arrange an appointment'. The customer will then be asked to confirm their request.</li> <li>• The Agent will receive the call and ask the customer to confirm their NI number, full name and DOB. They will then ask the customer a maximum of 5 security questions (the customer must answer 3 correctly to pass security). The Agent will then ask the customer to confirm the first line of their address and 'preferred' contact number (this exercise helps to keep customers contact details up to date)</li> </ul>
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	<ul style="list-style-type: none"> <li>• When dealing with the query JEL telephony Agents use a fully scripted service available on the Intranet known as 'JEL Desk Aides'.</li> <li>• The desk aides include detailed scripts for the cancellation, notification of missed, or the rescheduling of appointments. The scripts include mandatory text regarding the consequences actions may have on future payment of benefit which customers must acknowledge.</li> <li>• As well as JSA appointments JEL Agents can also cancel/reschedule IS and ESA appointments to avoid handovers to another service line.</li> <li>• JEL Agents can also contact JC staff directly by telephone or email to avoid unnecessary handovers. In some circumstances Agents can give customers their Work Coaches direct telephone number.</li> <li>• If Agents take any action on a call they always input notes onto the customers claim details on LMS. This can be viewed by Jobcentre staff and other Telephony Agents.</li> <li>• This service line is regularly reviewed in order to maintain DWP's 90% quality target across all service lines. As such, the Jobcentre Enquiry Line (JEL) 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</p>

	treatments depending on the caller's enquiry.
Categories of Data Subject	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 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.