

Process Id# :: 1404
Process Name :: Voluntary Exit Retirement
Date Last Updated :: 19/07/2019

Description ::

The transaction of an exit case for Civil Servants who are retiring from service.

Article 30 Process as carried out by the NSSO as a processor on the instruction of the PSB ::

As required under Article 30 (2) of the GDPR ::

Data Stage	Process - Retirement		Owner	Storage Location	Personal / Sensitive Data	Data Items
Data Capture /Storage	1	Exit team receive Exit form, Resignation Letter + PRD12A from customer/Local HR self-service	LHR/Officer	CMS	Personal	Last Date of service (LDOS), Name, PPS, Date of Birth, Address, Payroll Number, Annual Leave Balance, Travel pass/Cycle to Work Details, Overpayment Info, Departmental Assets
Data Capture /Storage	1a	Exit team receive Exit form Resignation Letter + PRD12A from customer/Local HR via post	LHR/Officer	DOCMAN (physical office)/DMS/CMS	Personal	as above
Data Capture /Storage	1b	Exit team receive Exit form Resignation Letter + PRD12A from customer/Local HR via e-mail	LHR/Officer	Outlook	Personal	as above
Data Storage	2	Exit advisor saves Exit form and Resignation Letter (if submitted) to G:/ drive	Exits	G:/ Drive	Personal	as above
Data Usage	3	Exit advisor verifies address against HRMS if exit form is submitted by Local HR, variances clarified with LHR + added to case notes.	Exits	CMS + HRMS	Personal	Address + Mailing Address

Data Usage	4	Exit advisor prints Checklist	Exits		Personal	Name, PPSN, Case ID, LDOS, (case summary added as case progresses)
Data Usage	5	Exit advisor runs 360° search for open/duplicate cases	Exits	CMS	Personal	PPSN + Case IDs
Data Usage	6	Exit advisor relates active/open cases as equal to exit case	Exits/Other operational teams	CMS	Personal	PPSN + Case IDs
Data Transfer	7	Exit advisor e-mails appropriate teams advising them of LDOS adding the email to the case notes of both cases	Exits/Other operational teams	CMS/Outlook	Personal	Name, LDOS, Case IDs
Data Transfer	8	Exit advisor raises an Equivalent case to Pensions team to calculate pension entitlement attaching exit form.	Exits/Pensions Retirements Team	CMS	Personal	as per row 1
Data Usage	9	Exit advisor generates automated task group to HRSS Pay + Leave teams	Exits/Other operational teams	CMS	Personal	Forms as per row 1 available on Exit Parent Case
Data Transfer	10	Exit advisor assigns task to Leave Team	Exits/Other operational teams	CMS	Personal	Forms as per row 1 available on Exit Parent Case
Data Transfer	11	Exit advisor assigns task + child case to HRSS Pay team	Exits/Other operational teams	CMS	Personal	PPSN, Forms as per row 1 available on Exit Parent Case
Data Usage/ Transfer	12	Exit advisor assigns related child case to PSS requesting information on overpayments	Exits	CMS	Personal	Case ID, Name, PPSN, LDOS, type of Exit
Data Usage/ Transfer	12a	Exit advisor e-mails non-PSS pay centres requesting information on overpayments & adds email to case notes.	Exits	Outlook	Personal	Case ID, Name, PPSN, LDOS, type of Exit
Data Usage	12b	Payroll Shared Services process	Payroll Shared Services		Personal	

Data Transfer	13	PSS reassign child case back to Exits	PSS	CMS	Personal	Name, PPSN, LDOS, type of Exit, Overpayment + Scheme Balance details
Data Transfer	13a	Non-PSS paycentre e-mail reply with OP or Scheme balance details	Non-PSS	outlook	Personal	Case ID, Name, PPSN, LDOS, type of Exit, Overpayment + Scheme Balance Details
Data Storage	14	Exit advisor adds OP + scheme balance Info to Exit Parent Case notes + resolves child case	Exits	CMS	Personal	
Data Transfer	15	Exit advisor E-mails Exit form + LHR (blank) Exit Activities Checklist to LHR adds email to case notes	Exits/LHR	Outlook/CMS	Personal	Name, PPSN, LDOS, type of Exit
Data Usage	15a	Exit advisor edits HRMS + CMS notes	Exits	HRMS/CMS	Personal	Name, PPSN, LDOS, type of Exit, Job Data
Data Usage	16	Exit advisor reviewer performs 4 eye check	Exits	Checklist	Personal	Name, PPSN, LDOS, type of Exit, Job Data
Data Transfer	17	Exit advisor receives Leave task back from Leave Team	Leave Team	CMS	Personal	Name, PPSN, LDOS, Annual Leave Details
Data Transfer	18	Exit advisor e-mails Local HR or line manager & adds e-mail to case notes	Exits	Outlook/CMS	Personal	Name, LDOS, Annual Leave Details
Data Transfer	19	Exit advisor adds annual leave + payment confirmation reply to case notes	Exits	Outlook/CMS	Personal	Name, LDOS, Annual Leave Details
Data Usage	20	Exits second task & child case for HRSS Pay team (if not available when first task is sent in step 11)	Exits	CMS/Checklist	Personal	Name, PPSN, LDOS, Annual Leave, O/P, PRD
Data Transfer	21	Exit advisor assigns task + child case to HRSS Pay team	Exits/Pay Team	CMS	Personal	Name, PPSN, LDOS, Annual Leave, O/P

Data Usage	22	Exit advisor compiles letter to officer summarising case details save in G:/ drive	Exits	G:/ Drive	Personal	Name, PPSN, LDOS, Annual Leave, O/P, Pension case ID, Employing Department, Grade, Address
Data Transfer	23	Exit advisor prints letter + adds to mailing bin.	Exits	Exits	Personal	as above
Data Transfer	24	R & R advisor brings letters to DOCMAN for post.	Exits	DOCMAN (physical office)	Personal	as above
Data Storage	25	Exit advisor attaches letter to CMS notes	Exits	CMS	Personal	as above
Data Usage	26	Exit advisor completes + Signs Checklist	Exits		Personal	Name, PPSN, Case ID, LDOS, case summary: O/P, Annual Leave, task transaction dates, 4 eye evidence, related case IDs
Data Storage	27	Exit advisor scans checklist + attaches to case notes	Exits	Outlook, G:/ drive, CMS	Personal	as above
Data Storage	28	Exit advisor uploads Exit form, PRD12A(if submitted), Checklist, letter to customer to DMS	Exits	DMS	Personal	as above
Data Transfer	29	Exit advisor adds DMS location links to case notes	Exits	CMS	Personal	as above
Data Retention	30	Exit advisor adds solution note + resolves case on external visibility	Exits	CMS	Personal	as above