

Process Id# :: 1526
Process Name :: E-mail Requests
Date Last Updated :: 13/11/2019

Description ::

This is the process that the Portal & Contact Centre Management team adheres to when an email is received in the group mailbox. The function of this process is to ensure that any emails received are sent to the relevant teams, attached to the existing requests or answered by P&CCM.

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 - 6.1.4 E-mail Requests		Owner	Storage Location	Personal / Sensitive Data	Data Items
Data Transfer	1	PCCM receive email in group mailbox	Officer/LHR/Line Managers	Outlook	Personal and Sensitive	Case ID, Name, PPSN, Email, Telephone Number, Date of Birth, Working Hours, Maternity Leave, Holiday Entitlement, Employment Contract
Data Capture	2	PCCM Advisor views email	PCCM	Outlook	Personal and Sensitive	Case ID, Name, PPSN, Email, Telephone Number, Date of Birth, Working Hours, Maternity Leave, Holiday Entitlement, Employment Contract
Data Transfer	3	If email is for a specific PCCM Advisor, PCCM Advisor forwards it to them	PCCM	Outlook	Personal and Sensitive	Case ID, Name, PPSN, Email, Telephone Number, Date of Birth, Working Hours, Maternity Leave, Holiday Entitlement, Employment Contract

Data Transfer / Data Storage	4	If email contains a case ID and the case is closed/open but unassigned, email is added to case notes and also forwarded to provider group mail box	PCCM	CMS Outlook	Personal and Sensitive	Case ID, Name, PPSN, Email, Telephone Number, Date of Birth, Working Hours, Maternity Leave, Holiday Entitlement, Employment Contract
Data Transfer / Data Storage	5	If email contains a case ID and case is open and assigned to a HRSS employee, the email is added to the case notes and also forwarded to appropriate HRSS employee	PCCM	CMS Outlook	Personal and Sensitive	Case ID, Name, PPSN, Email, Telephone Number, Date of Birth, Working Hours, Maternity Leave, Holiday Entitlement, Employment Contract
Data Usage	6	If email contains no case ID mailbox agent uses the officer's business email address to locate CMS profile	PCCM	CMS	Personal and Sensitive	Case ID, Name, PPSN, Email, Telephone Number, Date of Birth, Working Hours, Maternity Leave, Holiday Entitlement, Employment Contract
Data Usage	6a	PCCM Advisor raises case for user and attaches email to case notes	PCCM	CMS	Personal and Sensitive	Case ID, Name, PPSN, Email, Telephone Number, Date of Birth, Working Hours, Maternity Leave, Holiday Entitlement, Employment Contract

Data Transfer	6b	PCCM Advisor assigns case to appropriate CMS Provider Group	PCCM	CMS	Personal and Sensitive	Case ID, Name, PPSN, Email, Telephone Number, Date of Birth, Working Hours, Maternity Leave, Holiday Entitlement, Employment Contract
Data Transfer	7	If the email comes from officer's personal email address, PCCM Advisor responds, requesting PPSN and Date of Birth	PCCM	Outlook	Personal and Sensitive	Case ID, Name, PPSN, Email, Telephone Number, Date of Birth, Working Hours, Maternity Leave, Holiday Entitlement, Employment Contract
Data Transfer	7a	PCCM Advisor receives response from Officer	Officer	Outlook	Personal	Name, PPSN
Data Usage	7b	PCCM Advisor raises case for user and attaches email to case notes	PCCM	CMS	Personal and Sensitive	Case ID, Name, PPSN, Email, Telephone Number, Date of Birth, Working Hours, Maternity Leave, Holiday Entitlement, Employment Contract
Data Transfer	7c	PCCM Advisor assigns case to appropriate CMS Provider Group	PCCM	CMS	Personal and Sensitive	Case ID, Name, PPSN, Email, Telephone Number, Date of Birth, Working Hours, Maternity Leave, Holiday Entitlement, Employment Contract

Data Storage / Data Transfer	8	If email contains an attachment as case already exists, PSSM Advisor adds attachment to case notes	PCCM	CMS	Personal and Sensitive	Case ID, Name, PPSN, Email, Telephone Number, Date of Birth, Working Hours, Maternity Leave, Holiday Entitlement, Employment Contract
Data Transfer	8a	PCCM Advisor notifies the relevant team that an attachment has been added to case	PCCM	CMS	Personal	Case ID
Data Usage/Data Transfer/Data Storage	9	If email contains an attachment and no case exists, PCCM Advisor raises a case and adds attachment to case notes.	PCCM	CMS	Personal and Sensitive	Case ID, Name, PPSN, Email, Telephone Number, Date of Birth, Working Hours, Maternity Leave, Holiday Entitlement, Employment Contract
Data Transfer	9a	PCCM Advisor assigns case to relevant HRSS Team	PCCM	CMS	Personal and Sensitive	Case ID, Name, PPSN, Email, Telephone Number, Date of Birth, Working Hours, Maternity Leave, Holiday Entitlement, Employment Contract