Process Id# ::   **1527**

Process Name ::   **Self Service Password Reset**

Date Last Updated ::   **13/11/2019**

Description ::

This is the process to assist an officer with resetting their password through the HRMS Self-Service system.

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 - 6.1.2 Self Service Password Reset	Owner	Storage Location	Personal / Sensitive Data	Data Items
Data Usage	1	Following process 6.1.1 How to Answer a Call, PCCM Advisor creates case	PCCM	CMS	Personal	Name, PPSN, Case ID
Data Transfer	2	PCCM Advisor advises caller how to reset their password	PCCM	Phone/Verbal	Personal	Name, PPSN, Case ID
Data Usage	3	PCCM Advisor updates case notes with actions taken	PCCM	CMS	Personal	Name, PPSN, Case ID
Data Retention	4	PCCM Advisor closes case	PCCM	CMS	Personal	Name, PPSN, Case ID