

# Data Exchange Agreement

This is a Data Exchange Agreement between the Isle of Wight Council and the Experian Ltd to be used in conjunction with council policies and government legislation

## **Services involved**

Isle of Wight Council Strategic Projects

Isle of Wight Council Revenues and Benefits

## **Signatories**

**Service:** Revenues and Benefits

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Name:**

**Service:** Strategic Projects

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Name:** *Pete Matthews*

## **1. Purpose of this Data Exchange Agreement**

This Data Exchange Agreement (DEA) is for the purpose of exchanging information between the signatory services listed above.

*The data is to be shared to improve:*

- *Take up of council tax benefits by BACS*
- *Accuracy of the Single person discount for Council Tax take up*
- *Take up of direct debit payment of council tax*

## **2. Legal Basis of this agreement**

This agreement involves partner services within the Isle of Wight Council and contractors and therefore the council's own Data Protection Act registration applies, and ensures that there is a legal basis for the sharing of the agreed information.

The Government's Caldicott Regulations also apply. The Guardian is responsible for the establishment of procedures governing access to and the use of personally identifiable information within the Isle of Wight Council, and where local flexibilities exist, the transfer of such information from the organisation to other bodies. In agreeing local procedures and policies, the Guardian should ensure consistency with any relevant central requirements and guidance.

## 2.1 Extent and type of information to be shared

### *Type*

#### **Mosaic-ps**

Y:\observatory\mosaic\mosaic\_ps\DVD\database

Security: none

Anonymisation: identifies individual households by BLP UPRN

#### **Northgate Sx3**

tables

Security: none

Anonymisation: identifies individual properties of council tax payers

## 3. Agreed Information Datasets and Frequency of Reports

### 3.1 Report

A one off report to be generated from the above

### 3.2 Frequency

*One-off*

### 3.3 Approval for Access and Release

None needed

### 3.4 Method of Communication

*Data to be maintained on IWC's corporate n/w.*

## 4. Responsibility

*IWC's Revenues and Benefits and Information Observatory Teams will be responsible for developing the information as provided::*

<i>Graham Allen</i>	<i>IWC Information Observatory</i>
<i>Ian Lloyd</i>	<i>IWC Benefits Manager</i>
<i>Vicky Guildford</i>	<i>IWC Revenues Manager</i>
<i>Pete Matthews</i>	<i>IWC Information Observatory</i>

## 5. Retention

The data is provided on a one-off basis for Isle of Wight Revenues and Benefits department, pursuant to the purpose of the agreement

## 6. Constraints

This agreement must operate within the constraints of the purposes as listed within this document in order for the law relating to the sharing of this information to apply.

## 7. Feedback

### 7.1 Agreed Feedback Format

n/a

### **Frequency of Feedback**

Version: Template v1.0

Date: Updated 17<sup>th</sup> July 2008

File: Y:\observatory\eco-island\governance\20090213\_Data\_Exchange\_Agreement\_revs\_bens.doc

n/a

## 8. How this information may be used

The information may only be used by IWC's Revenues and Benefits to target and improve specific services data to members of the public living on the Isle of Wight.

## 9. Security and Data Management

The security of the information disclosed is the responsibility of the partner service or contractor requesting the information and it must not be copied or transferred into any other medium or disclosed to anyone not listed in the agreement or outside the remit of the agreement.

The designated employees of the partner services or contractor who will have access to the information will abide by the security and data management restrictions as stated in the Council's Information Disclosure document.

## 10. Storage of Information

The information will need to be stored securely and where agreed on an encrypted laptop with the information removed once the purpose of the use of this information has been concluded. The laptop when not in use will need to be stored securely within a safe haven location. Authorised access with password protection will be required.

## 11. Complaints and Breaches of Confidentiality

The partner organisation providing the information is responsible for any complaints or appeals process. Any Data Protection or Freedom of Information requests must be responded to only after consultation with the partner organisation which provided the information.

The Principal Designated Officer for each agency must be notified immediately of any of the above. All complaints must be acknowledged in writing within 2 days and, wherever possible, dealt with within 28 days. Any disciplinary proceedings will be implemented according to the Isle of Wight Council's policies.

## 12. Data Quality

Please note at the signing of this agreement the quality of the data is currently being reviewed and as such the data quality cannot be assured, and therefore must be used with caution as legislation may possibly be breached and an individual's rights infringed under such circumstances.

## 13. General Operational Guidance

### 13.1 Audit

PDO's and PO's must be mindful of the use they make of information specified within this agreement and whether their decision will stand scrutiny at a later stage. This should not, however, be a barrier to the disclosure of information in appropriate circumstances, but will necessitate the keeping of adequate records of disclosure and the reasons for them.

It is the responsibility of the Designated Officers of the partner services to review this agreement annually and it is the responsibility of all the Principal Designated Officers, listed below, to ensure that information is being used and stored in the correct manner and that the list of Designated Officers is up to date.

### 13.2 Closure or termination of agreement

Any partner service may suspend this agreement if they feel that security has been seriously breached.

This agreement may be terminated if there is a serious breach of confidentiality for example, where information provided under the agreement is used for purposes other than set out in this agreement or information is passed to a third party other than with the agreement of the provider.

**14. Designated Officers**

Each service must appoint a Principal Designated Officer (PDO) who is a manager of sufficient standing and has a coordinating and authorising role. It is recommended that a Designated Officer (DO) is also appointed within each partner service the details of whom are listed below.

The named individuals listed are designated to assume responsibility for data protection, security and confidentiality and compliance with all relevant legislation. Specific responsibilities of the PDO and DO are as follows but not limited to:

- Ensuring that all sections of this agreement are adhered to.
- Ensuring that all PDO's, DO's and other staff are fully aware of their responsibilities.
- Ensuring the agreement is accurate, up to date and adequate for the purpose for which it is intended.

<b>Department</b>	<b>DEA Role</b>	<b>Position</b>	<b>Telephone No.</b>	<b>Secure Fax No.</b>
Information Observatory	Principal Designated Officer	Marcus Elsom Head of Modernisation	01983 823099 ext. 6509	n/a
IWC Revenues and Benefits	<i>Ian Lloyd</i> <i>Vicky Guildford</i>	<i>Head of Benefits</i> <i>Head of Revenues</i>	<i>01983 821000</i> <i>X 6964</i>	n/a

**15. Review of this agreement**

This agreement will be subject to a formal annual review. All breaches of the policy are to be logged, investigated and the outcome noted and acted upon.

**16. Future Development of Information Sharing**

Any future development of the type and scope of the information formally shared by partner agencies will require further discussion and formal agreement by the relevant Senior Management Team and Cabinet Members.